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Item 135 of the preliminary list*
Pattern of conferences

Pattern of conferences

Report of the Secretary-General

Summary

The present report is submitted in response to requests contained in General Assembly resolutions 64/230 and 64/243 and provides information requested by oversight bodies on issues relating to conference management. In addition, the report outlines progress made in the implementation of integrated global management and proposes means to address current challenges. It puts forward to the Assembly suggestions as to what steps could further contribute to the optimal functioning of the management of conferences and meetings. Efforts have been made to summarize the information in order to keep the report succinct.

* A/65/50.

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I. Introduction

1. In the period under review, the Department for General Assembly and Conference Management pushed ahead in the implementation of its reform process, in particular as regards integrated global management of conference services, and the recommendations contained in the report of the Office of Internal Oversight Services on the subject (A/64/166).

2. The capital master plan has continued to pose challenges to the fulfilment of the mandate of the Department. As reported in previous years, the reduced number and capacity of conference rooms and the dispersal of staff throughout Midtown Manhattan has not been without consequence. The Department continues to focus its attention on mitigating the limitations and constraints of the capital master plan on the ability of the Department to deliver seamless services throughout the period of renovation of United Nations Headquarters.

3. The recruitment of language staff remained difficult, with an insufficient number of competitive language examinations being held and a far smaller yield of successful candidates than needed to meet the current demand for language services. The Department has strongly expanded its outreach activities and has entered into relationships with a number of prominent universities with the aim of generating more interest in the United Nations among language students worldwide.

4. The present report has been structured to follow more closely the order in which the General Assembly addresses conference management issues in its relevant resolutions: meetings management; implementation of integrated global management; documents management; and matters related to translation and interpretation.

II. Meetings management

A. Calendar of conferences and meetings

1. Requests for exceptions to section I, paragraph 7, of General Assembly resolution 40/243

5. Requests received from subsidiary organs to meet during the main part of the sixty-fifth session of the General Assembly are contained in annex I. In accordance with established practice, the requests will be reviewed by the Committee on Conferences for recommendation to the General Assembly.

2. Draft revised calendar of conferences and meetings for 2011

6. Upon review by the Committee on Conferences, the draft revised calendar of conferences and meetings for 2011 will be included as an annex to the report of the Committee to the General Assembly.

7. **The General Assembly may wish to note that meetings in respect of which programme budget implications could not be assessed at the time of adoption of the legislative mandates, owing to lack of information, are identified in the draft revised calendar of conferences and meetings for 2011. The Secretariat**

will report to the Assembly in accordance with rule 153 of its rules of procedure when the modalities of those meetings have been agreed.

8. The information requested by the General Assembly in section I, paragraph 3, of its resolution 64/230, is contained in annex II. The analysis is limited to the impact on meetings and documentation in 2011, in respect of meetings for which firm dates are available.

3. Intersessional departures for 2010 and related matters

9. The Committee on Conferences approved the requests received in 2010 from the Commission for Social Development and the Committee on Non-Governmental Organizations for an additional meeting at the conclusion of their sessions and from the Advisory Board on Disarmament Matters for a change of venue from New York to Geneva, and took note of the request of the Fifth Committee at its second resumed session for an additional meeting.

B. Utilization of conference-servicing resources and facilities

1. Analysis of meeting statistics of United Nations organs

10. Statistical data for the past three years on the utilization of conference resources allocated to a core sample of bodies that met in New York, Geneva, Vienna and Nairobi are contained in table 1 of annex III. The table also includes statistics on issuance compliance of pre-session documentation four and six weeks before the session/consideration of the item, and the availability index by week.

11. As shown in table 2 of annex III, the overall utilization factor for all four duty stations in 2009 was 86 per cent (85 per cent in 2008). For New York, the utilization factor was 84 per cent (83 per cent in 2008). For Nairobi, the decrease in the utilization factor from 100 per cent in 2008 to 90 per cent in 2009 results from more standardized statistical reporting compared with previous years. It remains well above the benchmark of 80 per cent. Annex III also contains comparative statistical data for the past three years on the utilization factor (table 3), meeting ratio (table 4) and planning accuracy factor (table 5) by number and percentage of sessions and by number and percentage of meetings (table 6). Statistics on all meetings in 2009, which include meetings of the core sample, are contained in table 7.

12. In New York, four intergovernmental bodies had a utilization factor of less than 80 per cent for three consecutive years (see annex III, table 1.A): the Committee on Contributions, the Special Committee on the Charter of the United Nations and on the Strengthening of the Role of the Organization, the Commission on Population and Development and the Special Committee on Peacekeeping Operations and its Working Group. However, as a result of more accurate planning, early cancellations and optimum utilization of time, the latter two have already improved their utilization factor in 2010. As requested by the General Assembly, the Chair of the Committee on Conferences will hold consultations with the bureaux and secretariats of those bodies and will report orally to the Committee on Conferences at its substantive session.

13. **The General Assembly may wish to urge intergovernmental bodies to review their meeting entitlements and to plan and adjust their programmes of**

work based on the actual utilization of conference-servicing resources in order to improve their efficient use of conference services.

2. Provision of interpretation services to the meetings of bodies entitled to meet "as required"

14. A comparative analysis of the provision of interpretation services to meetings of bodies entitled to meet "as required" in New York shows an increase to 95 per cent in 2009 (90 per cent in 2008). This trend continued during the period from 1 January to 31 May 2010, when 98 per cent of requests for interpretation were met (136 out of 139 requests), compared with 94 per cent (173 out of 184 requests) during the same period in 2009. For the first time, Geneva is reporting this category of meetings in 2009 (see annex IV, table 1); 95 per cent of the requests for interpretation services were met (see annex IV, table 2).

3. Provision of interpretation services to meetings of regional and other major groupings of Member States

15. The statistical data are broken down by regional and other major groupings at the four main duty stations for 2009 (see annex V). Of the duty stations requesting meetings with interpretation in 2009, 79 per cent of the requests were accommodated (77 per cent in 2008). In New York, 87 per cent of the requests were met in 2009 (83 per cent in 2008) owing to improved planning. This trend continued during the period from 1 January to 31 May 2010, when 98 per cent of the requests for interpretation were met (55 out of 56 requests), compared with 86 per cent (56 out of 65 requests) during the same period in 2009.

16. In Geneva, 61 per cent of the requests were met in 2009 (67 per cent in 2008) owing to a significant rise in the demand for interpretation services for calendar meetings.

4. Utilization of conference facilities at the United Nations Office at Nairobi

17. It is noted with satisfaction that in 2009 all meetings of Nairobi-based bodies were held in Nairobi, in conformity with the headquarters rule.

5. Utilization of the conference centre at the Economic Commission for Africa

18. In 2009, the conference centre hosted and serviced 6,842 meetings, which represents a utilization rate of 76 per cent (76 per cent in 2008). Because of increased competition in the local and regional markets, an improvement in the centre's utilization rate may not be realistically sustainable in the next few years.

19. The marketing activities of the centre included participation in high-profile international conventions and exhibitions, such as the worldwide exhibition for incentive travel, meetings and events (IMEX 2009), held in Frankfurt, Germany, and the International Congress and Convention Association (ICCA 2009), held in Florence, Italy. The centre was also featured in the annual publications and websites of those two well-known global organizations in the conference and exhibitions market, as well as in "Meet in Africa", the member contact directory of the ICCA Africa Chapter. Among the new steps being taken to ensure sustainability of the occupancy rate achieved in 2009, the centre has established partnerships with the

Addis Ababa Tourism Commission, Ethiopian Airlines and other stakeholders to sell Addis Ababa as a conference and tourism destination.

C. Impact on meetings held at Headquarters during the implementation of the capital master plan

20. The first phase of the renovation of the Headquarters complex under the capital master plan is under way. As reported previously, during this phase the Secretariat has been working with two fewer rooms (one large and one medium-sized), as well as with reduced seating capacity in the full membership conference rooms in the North Lawn Building. The impact, as foreseen, is a reduction in capacity for parallel meetings and side events. The more frequent use of the General Assembly Hall, with a portable seven-seat podium, has helped to accommodate meetings with a large number of participants.

21. Start-up delays in the North Lawn Building, including the absence of telephones in some rooms, expanding the podium seating in the medium-sized rooms and making the necessary adjustments to the voting software to ensure conformity with United Nations standards, have had an impact on the operations. It has also been necessary to adjust to the new working environment, including the limited office space for committee secretariats in the North Lawn Building. The Department continues to prioritize issues in consultation with the Department of Management in an effort to minimize disruption to the intergovernmental process.

22. The relocation of all Department for General Assembly and Conference Management staff into eight swing space locations has posed challenges. Constant interaction between the relevant offices in that Department and the Department of Management has taken place, but not all the issues raised by the Department for General Assembly and Conference Management have been adequately addressed by the capital master plan team. Such discussions will continue in order to address the problems and to avoid or minimize any further disruptions.

23. Two help desk spots for Department for General Assembly and Conference Management staff in the respective swing space locations were set up, existing videoconference equipment was redistributed and a limited number of desktop videoconference systems were introduced. The Department will also soon replace the door display monitors since the old systems cannot be mounted in the North Lawn Building. This investment coincides with the phasing out of the old monitors and has been budgeted.

24. **The General Assembly may wish to re-emphasize the need to ensure that all measures are taken for the full and uninterrupted provision of quality conference services throughout the period of implementation of the capital master plan.**

III. Integrated global management

A. Status report

25. Integrated global management of conference services has been pursued by the Department for General Assembly and Conference Management for many years and has yielded a number of tangible results. The Committee on Conferences has been kept informed of the progress of the major information technology projects launched in the past few years. Of these, the data warehouse (known as project 1) is now functional and yielding useful management information. Project 2 (a state-of-the-art meetings management system) is fully operational in Vienna, and parallel testing is being conducted in New York with a view to its entry into full production before the end of 2010. The interpreters assignment programme (the eAPG module) is already fully functional across all duty stations. Project 3 (document management) has faced a number of challenges. There has been progress on other fronts, such as the adoption of a single application to manage contractual translation and the advancement of efforts to standardize discrete workflows and work processes, such as global workload management and global management of contractual translation services. Overall, interaction and cooperation among duty stations has increased considerably.

26. For example, the Department has established a "proximity rule" to guide the planning for servicing of meetings held away from the four duty stations. According to the policy, the costs of servicing staff from different duty stations will be compared and the least costly arrangement will be assembled, taking into consideration replacement costs, available capacity and assurance of quality. After a year of implementation, the updated guidelines were adopted by the senior conference management officers at all duty stations in June 2010. The proximity rule will thus be included in the compendium of administrative policies, practices and procedures of conference services.

27. Progress in the implementation of integrated global management, while significant, has remained slow, however. The main reason for this is that integrated global management has until now been premised on a fully voluntary and collaborative approach, which implies that advances can be made only if all the parties concerned, namely, the four duty stations, are in full agreement. Exercising a more robust approach is rendered difficult by the simple fact that the conference management units at the various duty stations do not report to the Under-Secretary-General for General Assembly and Conference Management, but to their respective Directors-General. In that connection, the Office of Internal Oversight Services (OIOS) advised the Department to look once again at the philosophy and overall policy objectives underpinning integrated global management and to develop a new articulation thereof, as well as a revised strategy to reach its goals (see A/64/166).

28. In response to this advice, which has been endorsed by the Committee on Conferences and the General Assembly, discussions were held within the Department, leading to the following conclusions:

(a) From the accountability of the Under-Secretary-General for General Assembly and Conference Management for all expenditure under section 2, General Assembly and Economic and Social Council affairs and conference management, of the budget derives the necessity for the Under-Secretary-General to exercise the

corresponding authority in the management and disbursement of the resources, both financial and human. The current situation of "accountability without authority" is not a viable management concept for such a large Department. The General Assembly acknowledged this fact when it requested the Secretary-General to develop mechanisms that would enhance accountability in that regard (see resolution 64/243, para. 67);

(b) The need for integration of work processes and workflow through standardization is further recognized by the ever-increasing requirements of Member States and oversight bodies regarding performance measurements: credible, coherent and comparable data can be generated only if the overall production process is standardized;

(c) The full implementation of integrated global management and the ensuing gains in efficiency and cost-effectiveness can be achieved only if the organizational structure and hierarchical reporting lines are revised in order to afford the Under-Secretary-General the authority required to fulfil General Assembly mandates.

29. As regards the other recommendations of OIOS, action has been taken with a view to removing the United Nations library in Geneva from section 2 of the budget (A/64/166, recommendation 4). Following discussions with the Department of Public information, a request has been made for the unit to be incorporated into the organizational structure of the United Nations Office at Geneva. Finally, a comprehensive updating of the costing methodology for conference services is under way (ibid., recommendation 3) following the establishment of a discrete working group, in close consultation with the Office of Programme Planning, Budget and Accounts.

30. **The General Assembly may wish to request the Secretary-General to review the current structure of conference management across the four duty stations and submit proposals at its sixty-sixth session that could lead to enhanced efficiency and accountability**.

B. Performance measurement

31. The performance matrix for 2009, which provides indicators for human resources, meetings management and timeliness of documentation, as well as productivity measures for the language services, is contained in annex VI.

C. Evaluation by Member States of the quality of conference services

32. In 2009, the survey of conference services by the Department was harmonized across the duty stations, and common indicators were established. The global e-Survey was promoted and distributed to delegations of Member States and observers at the four duty stations by e-mail, with a link to the survey; a note verbale by the Under-Secretary-General for General Assembly and Conference Management; announcements and links in the *Journal of the United Nations* and all relevant websites; and localized promotional activities at each duty station. Besides indicating the ratings of services currently provided, the global e-Survey also seeks to elicit feedback on improving the quality of the services. Written comments and

complaints are collected and distributed to each responsible office, and lessons learned are drawn for the effectiveness of future surveys.

33. Ninety-nine responses were received for the 2009 global e-Survey. A total of 94 per cent of the ratings related to the services provided by the Department were positive, out of which 31 per cent were "excellent". Six per cent of the ratings were "poor", mainly because of difficulties experienced in finding information in the meetings calendar, the electronic board and the *Journal*.

34. The four duty stations held meetings with Member State delegations to keep them apprised of issues, new developments and initiatives. The traditional language-specific informational meetings were held (and continued to be under-attended), and information was provided regarding the implementation of "green" goals (e.g., ISO 14001 certification, electronic distribution of documents), the establishment of "mobile office" facilities, succession planning, outreach and training, progress in terms of the major information technology projects of the Department (integrated conference management system (iCMS)) and the ongoing re-evaluation of the system of competitive language examinations. Resource constraints were highlighted as being at the root of implementation challenges.

IV. Matters related to documentation and publication

A. Documents management

35. The Department for General Assembly and Conference Management made tangible progress in increasing the timely submission of documents in New York in accordance with the mandated time frames. The overall rate of timely submission of slotted pre-session documents for the first six months of 2010 reached 78 per cent, showing a steady trend of improvement over the 71 per cent reached in 2008 and 75 per cent in 2009. At the same time, the Department achieved, for the first time ever, 100 per cent compliance in ensuring that all documents submitted on time and within the word limit were processed within four weeks. Consequently, the overall rate of timely issuance of slotted documents reached 77 per cent in the same period, compared with the 72 per cent reached in 2008 and 73 per cent in 2009 (see annex VII).

36. Senior management of the Department has closely monitored the documentation situation. The Under-Secretary-General and Assistant Secretary-General for General Assembly and Conference Management interacted frequently with the heads of author departments and the presiding officers of intergovernmental bodies to provide the most updated overview of the status of submissions and to enjoin them to improve their performance in that regard.

37. In response to the assertion by the General Assembly that a multipronged approach would be required to find a solution to the perennial difficulties of the late issuance of documents for the Fifth Committee (see resolution 64/230, sect. IV, para. 15), the Department made every effort to ensure the timely issuance of all documents, including through meetings of the interdepartmental task force in October 2009 and February 2010, in preparation for the first and second resumed sessions of the Fifth Committee. As a result, tangible progress was achieved. Compared with 2009 (81 per cent), in 2010 the relevant indicator rose to 84 per cent. Of

a total of 43 slotted documents, 36 were received on time and 33 were issued at least six weeks before the session. Further improvement in the timely issuance of documents for the Fifth Committee at its second resumed session will depend largely on increased timeliness of submission of the reports of the Advisory Committee on Administrative and Budgetary Questions, which has been made more difficult by the extremely short interval between the end of its winter session and the beginning of the second resumed session of the Fifth Committee.

38. Among other impediments to more timely submission is the fact that many documents are drafted outside the control of the Secretariat. In New York in the first six months of 2010, submissions from Member States constituted 8 per cent of the slotted documents. Another 7 per cent of documents are reports of the Secretary-General that are actually compilations of inputs from Member States. One of the most recent examples is the documentation for the 2010 Review Conference of the Parties to the Treaty on the Non-Proliferation of Nuclear Weapons. In spite of the fact that a time frame for submissions from the States parties was adopted with the approval of the Bureau, only 10 out of 40 slotted documents were submitted on time. In addition, 45 unslotted documents from States parties were submitted after the Review Conference had begun. Such poor adherence to the mandated time frame for submissions disrupts the orderly processing of documents.

39. In section IV, paragraph 11, of its resolution 63/248, the General Assembly requested the Secretary-General to develop mechanisms of accountability for late submitters. These currently include: a cover note by the Secretary-General to the annual documents report; a performance indicator on timely submission in the individual compacts of all Under-Secretaries-General with the Secretary-General; and letters sent to departments not meeting the 90 per cent timely submission benchmark. In his cover note dated 19 February 2010 to heads of departments, funds and programmes, the Secretary-General instructed those that had failed to meet the 90 per cent target to make immediate and robust efforts to reach that benchmark and strongly urged them to review the submission compliance of their respective offices in 2009 carefully, as well as the three-year trend, and to take effective remedial actions where necessary. As an effective measure to improve the timely submission of documents, the Secretary-General requested author departments that had not yet done so to formulate and monitor internal timelines which could assist in the preparation and approval of documents, including inputs to reports prepared by other departments. Such timelines should be followed by all involved in the process.

40. **In this regard, the General Assembly may wish once again to urge Member States and intergovernmental bodies to ensure the timely submission of their documents.**

41. Slotted documentation currently comprises some 50 per cent of the total documentation workload of the Department in New York, with in-session documents, unforeseen documents, reports of the Secretary-General to the Security Council and communications from Member States accounting for the remaining 50 per cent. A recent analysis undertaken by the Department in cooperation with the Department of Political Affairs shows that a considerable number of Security Council reports can be slotted owing to their recurrent nature. A pilot project was thus launched in May 2010 for slotting reports to be considered by the Council. This will provide greater predictability for capacity planning within the Department.

42. During the reporting period, the United Nations Office at Geneva and the United Nations Office at Nairobi began to implement slotting systems (already in use at Headquarters and the United Nations Office at Vienna). Workload-sharing was also stepped up among the duty stations. In 2009, for example, to alleviate the burden on the Division of Conference Management in Geneva arising from the processing of documents related to the Human Rights Council, arrangements were made for 5 million words of the United Nations Office at Geneva summary records backlog to be processed in New York, primarily through contractual translation. Other examples of collaborative efforts between the United Nations Office at Geneva and New York are the processing of such lengthy and important documents as the report of the United Nations Fact-finding Mission on the Gaza Conflict (A/HRC/12/48) and the report of the International Commission of Inquiry on Guinea (S/2009/693). In the next phase of implementation of integrated global management, the Department will direct its efforts towards more systematic workload-sharing between the duty stations, based on shared information on expected workflow and capacity-planning, and will enhance its effectiveness by establishing a common strategy and standard procedures and by implementing workload-sharing where advantages and conditions justify the practice.

43. In this context and following the recommendations made by OIOS (A/64/166), the Department has been working on a comprehensive strategy for integrated document management through, inter alia, the introduction of a common information technology platform, the establishment of a global dynamic slotting system and systematic workload-sharing. The following actions have been decided:

(a) All duty stations will fully implement proactive document management, without exception;

(b) The fundamentals that form the common standards in global proactive document management will be defined and an operational framework capable of supporting global slotting, capacity-planning and workload-sharing will be built, in order to achieve the goals and realize the potential of integrated global management;

(c) Further progress will be made through an enhancement to iCMS project 1 (the global data warehouse), with a view to supporting the fundamental operational needs of integrated global management, and through project 3, on global documentation management.

44. The information on existing guidelines on word and page limits requested by OIOS in its report on the audit of conference services put at the disposal of the Human Rights Council in 2009 (A/64/511) is contained in annex VIII below.

45. **The General Assembly may wish to confirm the shift to measuring the length of documents by their word count rather than by their number of pages.**

46. **The General Assembly may wish to endorse the proposal contained in annex III to the note by the Secretariat on the control and limitation of documentation (A/58/CRP.7) (see annex VIII below).**

47. **The General Assembly may wish to endorse the maximum length of 10,700 words for intergovernmental reports, on the understanding that waivers will be granted on a case-by-case basis so as not to affect adversely either the quality of the presentation or the content of the reports.**

B. Internal printing of parliamentary documents

48. Pursuant to the recommendation of the Advisory Committee on Administrative and Budgetary Questions (see A/61/499), the information included in annex IX below gives a brief overview of the internal capacity for printing parliamentary documents in the Publishing Sections of the United Nations at Headquarters and at Geneva. It should be noted that the United Nations Office at Vienna does not have an in-house printing operation, while at the United Nations Office at Nairobi, the printing of parliamentary documents forms only a marginal proportion of their total output: out of the nearly 81 million pages printed in Nairobi in 2009, only 2.2 million were parliamentary documents, or 2.7 per cent. Pursuant to paragraph 68 of General Assembly resolution 64/243, the report on a comprehensive review of printing and publishing and translation services will be submitted to the Assembly at its sixty-sixth session.

V. Matters related to translation and interpretation

A. Succession planning

49. The overall vacancy rate at the four duty stations stands at 14 per cent for interpreters and 13 per cent for translators. When projected retirements in the period 2010-2016 are factored in, total turnover will reach 43 per cent for interpreters and 40 per cent for translators. In absolute numbers, this means that the competitive examinations will have to produce 119 new recruits for interpretation and 217 for translation in the period in question. The English interpretation booth will be particularly hard hit (53 per cent), followed closely by the French (49 per cent), Arabic and Russian booths (44 per cent each); for Chinese, the estimate is approximately 30 per cent. All the translation units will also continue to experience high turnover, ranging from a low of 31 per cent of the workforce (Arabic) to a high of 47 per cent (English). To put this demographic transition into broader perspective, a total of 1,720 staff in the Secretariat as a whole will reach the mandatory age of separation during the period 2009-2013, or 13 per cent of staff members holding fixed-term, permanent and continuing appointments (see A/64/352). In the next four and a half years, an average of 382 staff will retire each year. The situation is clearly more acute for language staff since replacements can be recruited only through the lengthy and intricate competitive examination process.

50. The proactive succession planning programme of the Department consists of the following major components:

(a) *Outreach to universities*. This is primarily to raise public awareness of the language career opportunities and specific requirements of work in the United Nations language services, with the goal of enlarging the global pool of qualified conference interpreters and translators. It has three dimensions: (i) to ensure better visibility of language career opportunities at the United Nations; (ii) to help candidates to better prepare for the competitive language exams in order to be recruited by the Organization; and (iii) to explore other potential avenues for cooperation between international organizations and training institutions, for instance in the area of external training for linguists already working in international organizations. Fourteen memorandums of understanding have been signed with leading universities; 28 universities are now cooperating with the Department in the

preparation of candidates. Three more memorandums of understanding will be signed in 2010, with universities in Egypt, Lebanon and the Syrian Arab Republic.[1]

(b) *Streamlining of competitive examinations for language services.* In his previous report to the General Assembly on the pattern of conferences (A/64/136), the Secretary-General raised the possibility of revamping the language examination format and methods to take advantage of new technologies and modalities. The establishment of an expert panel was envisaged to evaluate the additional resources and investment required to implement such ideas and the cost and time savings that might be achieved, as well as to identify changes that might improve the situation with regard to tests and examinations, including the methodology of examinations, ad hoc tests, traineeships and other options for identifying qualified language professionals. This initiative also affords an opportunity to harmonize procedures for the different competitive examinations used by the Organization to select staff, namely, the national competitive examinations, the examination for recruitment to the Professional category of staff from other categories and the language examinations, and to explore the possibility of common screening and pre-qualification tools for all three types of examination, thereby achieving savings and economies of scale. Coordination between the Department and the Office of Human Resources Management has intensified in this area, and the recommendations of a consultant retained to suggest specific solutions are being discussed.

B. Quality control of contractual translation

51. One of the avenues pursued by the Department to improve efficiency and cost-effectiveness is the increased use of contractual translation. The efforts made by the four duty stations, individually and in consort, to address the specific challenges that this modality entails are outlined below.

52. Jobs undertaken by contractual translation at Headquarters constituted 22 per cent of the workload for 2008-2009; thus far in 2010, 27 per cent of the workload is being assigned to contractual translation. At Headquarters, the translation services' focal points for quality control are senior revisers at the P-5 level. Quality control checks were not as numerous as would have been desired, but a system of more consistent quality checks was instituted, with noticeable improvement in output quality.

53. For the most part, unsatisfactory contractual translations done during the period under review were traced to a very small number of individual translators and to a particular institutional vendor. The poor results could be attributed to a high volume of work received by a vendor and to the assignment of translations to contractors outside a trained core group or not fully familiar with the subject matter. In such cases, the focal points contact the authors of the unsatisfactory translations to provide targeted support and feedback.

54. The United Nations Office at Vienna has historically lacked established capacity to monitor and control the quality of the large proportion of documentation processed externally. The cost-neutral, or potentially even cost-saving, proposal to reclassify posts to senior revisers at the P-5 level, one in each of the Arabic,

[1] The current list of educational institutions that have signed memorandums of understanding with the United Nations on cooperation in preparing candidates for competitive language examinations is available upon request.

Chinese, French, Russian and Spanish sections, was supported by the General Assembly. It is expected that the increase in staff costs will be offset by the savings arising from a higher number of pages translated contractually. The effect of the upgrades will be felt only in the second half of the biennium once the posts have been filled.

55. The initial results obtained for 2009 and 2010 at the United Nations Office at Vienna support the original concept of increased outsourcing with powerful in-house quality control. The proportion of translation work done contractually has increased from 27 per cent in 2009 to 30 per cent as at 30 June 2010. Quality control is an integral part of the fully electronic documentation processing in Vienna, which now includes the contractual management application. Based on the experience gained so far, Vienna will refine the method of quality control and reinforce the capacity of the text-processing pools in proofreading and fact-checking.

56. In Geneva, there is increased outsourcing with in-house quality control. Jobs sent to external contractors represented 24 per cent of the total translation workload in 2008-2009. Translation sections are aware of the need to meet the deadlines and to conduct quality control within seven working days. Eighty per cent of the submissions for quality control meet this requirement. This has facilitated the planning and timely submission of outsourced documents for publication. During the period under review, over 5 million words have passed through quality control.

57. Remote access to reference resources is available to all internal and external providers at the United Nations Office at Geneva (translators, editors, etc.). The information technology service has established websites, File Transfer Protocol sites and Citrix accounts for externalizing internal resources and is working closely to expand the resources available off-site. The contractors also have access to terminology resources.

58. At the United Nations Office at Nairobi, documents processed internally are usually self-revised by experienced translators/revisers at the P-4 level. Currently, however, approximately 40 per cent of the translation workload is contracted out, and quality control has to be ensured.

59. As recommended by the Committee on Conferences in its previous report to the General Assembly (A/64/32), this assurance of quality service requires adequate staff at the appropriate level. Indeed, such quality requirements call for more robust quality assurance and quality structures than presently exist at the United Nations Office at Nairobi, in the form of posts at the P-5 level (see also para. 74 below).

60. The experience gained to date that is applicable to varying degrees at the four duty stations can be summarized as follows:

(a) Quality control should be performed by senior revisers at the P-5 level. The staff equivalent of at least one P-5 per language is required;

(b) Quality control is more resource-intensive and deadline-bound before issuance than after;

(c) With an initial review of the quality of the jobs (roughly corresponding to 10 per cent of the work done by the contractor), an assessment can be made as to the degree to which the job requires further revision;

(d) About 20 to 40 per cent of the externally processed workload needed more revision than what the 10 per cent spot-checking would entail;

(e) The role of the text-processing units is much more complex and important than originally expected in cases where quality control is undertaken before issuance;

(f) Publications (due to their complexity and volume) pose a special challenge for in-house quality control;

(g) Increased monitoring and contacts between the focal point and external translators create a good working relationship that results in increased requests for assistance which, in turn, helps to avoid pitfalls and errors before the submission of translations;

(h) With increased coordination between the translation services and the Contractual Translation Unit, the focal point in translation is more involved in the assignment of jobs. The assignment of suitable documents to agencies or individual translators benefits quality overall;

(i) Feedback and targeted support provided by the focal points will produce noticeable improvements in quality;

(j) Quality is ensured when the documents are translated by fully trained United Nations translators, while problems tend to arise when documents are translated by individuals who have never worked in a translation service or by agencies where there is a lack of direct control over job assignments and of direct communication with translators. The interaction of the focal point with the vendor is essential to rectify the situation.

C. Impact of freelance recruitment on the quality of interpretation

61. In response to section V, paragraph 11, of General Assembly resolution 64/230, on the impact of freelance recruitment on the quality of interpretation, it can be stated that the quality of freelance interpreters (who generally undergo thorough prior testing and continuous monitoring during their assignments with the United Nations) has generally been adequate. The challenges posed by the use of freelance interpreters are elsewhere: availability at short notice (especially in some language combinations), fierce global competition for these scarce resources and the fact that the conditions of their temporary employment at the United Nations are not as competitive as the conditions offered by other institutions employing freelancers. As a result, it is often simply not possible to recruit at short notice freelance interpreters who can provide comparable quality to that of regular United Nations language staff at a reasonable cost to the Organization. In Africa, the United Nations Office at Nairobi faces additional challenges owing to the scarcity of qualified interpreters, especially in respect of Chinese and Russian.

D. Financial and administrative implications of raising or waiving the mandatory age of separation for language staff (interpreters, translators/précis-writers, editors, verbatim reporters and proofreaders/copy preparers)

62. The mandatory age of separation at the United Nations is outlined in staff regulation 9.2, which states that "staff members shall not be retained in active service beyond the age of sixty years or, if appointed on or after 1 January 1990,

beyond the age of sixty-two years. The Secretary-General may, in the interest of the Organization, extend this age limit in exceptional cases".

63. Language posts refer to posts in the Professional category, up to the P-5 level, in conference services in the four conference-servicing duty stations. Staff recruited to serve on such posts are considered language staff, subject to the provisions set out in administrative instruction ST/AI/2000/1. Appointment to such posts requires special language competence, and recruitment is carried out exclusively through passing a competitive language examination.

64. Retired United Nations language staff who are in receipt of a pension from the United Nations Joint Staff Pension Fund are allowed to work for up to 125 workdays per calendar year, in accordance with General Assembly resolution 57/305.

65. In discussions with the Committee on Conferences and the Advisory Committee on Administrative and Budgetary Questions in recent years, the Department has argued that flexibility in applying the mandatory age of retirement for language staff would ease the demographic transition currently taking place. For example, by giving language staff an option to work until age 62 or 65, the Department could arrive at an agreement with interested staff so as to stagger departures over a longer period of time and avoid the large exodus of staff that is currently anticipated, as shown in the following table:

	2010	*2011*	*2012*	*2013*	*2014*	*2015*
New York	19	21	17	20	22	17
Geneva	10	17	8	12	14	8
Vienna	2	1	4	1	3	9
Nairobi	—	1	2	—	2	2
Total	**31**	**40**	**31**	**33**	**41**	**36**

66. Language examinations, the sole means of meeting the acute need for replacement staff in this field, are conducted by the Office of Human Resources Management. During the past few years, and despite considerable effort in terms of time and resources, the results have been rather meagre. The examination process is lengthy and costly. The establishment of a roster takes 7 to 18 months, and recruitment takes another 6 to 12 months. The Joint Inspection Unit has calculated that the national recruitment exercise costs $435 to $1,273 per tested applicant (see A/62/707, annex III). Assuming comparability, the cost for language competitive examinations would range from $720 to $4,854 per tested candidate. During 2008-2009, for example, the number of tested candidates was lowest for Russian copy preparers (19); near the middle for Arabic translators (209); in the top third for Chinese translators and verbatim reporters (373); and highest for Spanish translators (545). While the number of successful candidates in language examinations is higher than in national competitive examinations, the number of successful candidates is nevertheless insufficient to meet the need. From 2005 to 2009, 55 language examinations were held, 38,231 applications were received and 21,830 applicants (or 57 per cent) were convoked to the written examination, of whom 1,526 (or 7 per cent) were rostered. These aggregate figures conceal stark variations,

however. In 2009, examinations for Russian interpreters and proofreaders yielded a roster of only five successful candidates each. In 2008, examinations for English and French interpreters yielded only three and two candidates, respectively. Owing to resource constraints, the Office of Human Resources Management has been unable to schedule and carry out the large number of examinations needed to keep the rosters filled to the required levels (up to 18 candidates per year).

67. The Department is working with the Office of Human Resources Management to overhaul the entire examination process with a view to reducing the cost per successful candidate, utilizing modern methods of administration and assessment and shortening the examination process. The results of these reforms will take time to bear fruit, as will the Department's outreach efforts, which are set out in section V above.

68. The United Nations Joint Staff Pension Fund has confirmed that the proposal to raise the mandatory separation age for language staff would not have any adverse impact. It would have the opposite effect: staff would contribute to the Fund for a longer period of time before collecting benefits.

69. **The General Assembly may wish to consider endorsing the proposal of the Department to raise or waive the mandatory age of separation for language staff.**

E. Specific challenges faced by the United Nations Office at Nairobi

70. The renovation of the conference rooms has led to a significant increase (40 per cent) in the number of meetings held, thereby stretching staff capacity. Additional capacity (through extrabudgetary funding) is being proposed to handle the increased workload. Further improvements at the conference centre are expected to be completed in January 2011.

71. The level of vacancies at the Office remained as high as at the end of 2009.

72. In the light of this situation, there is a clear and urgent need to improve the capacity of the Office to attract and retain high-quality interpreters and translators. Based on the principle of equal grade for equal work and in line with the acknowledgement by the Committee on Conferences that quality service requires adequate staff at the appropriate level, it is proposed that six interpreter and six senior reviser posts be upgraded from the P-4 to the P-5 level.

73. In addition to the reasons given above, it should be borne in mind that in Nairobi, documents processed internally are usually self-revised by experienced translators/revisers at the P-4 level. Currently, however, approximately 40 per cent of the translation workload is contracted out, and appropriate quality control has to be ensured.

74. The high quality of service expected by Member States calls for more robust quality assurance and quality control structures than presently exist at the Office in the form of P-5 posts. Quality control should be performed by a senior reviser at the P-5 level.

75. **The General Assembly may wish to endorse the proposal to upgrade the level of six interpreter and six senior reviser posts from P-4 to P-5.**

Annex I

Requests to meet during the sixty-fifth session of the General Assembly

A. Committee on Relations with the Host Country

Letter dated 9 June 2010 from the Secretary of the Committee

As in previous years, I hereby submit a request that the Committee on Relations with the Host Country be permitted to meet at Headquarters during the sixty-fifth session of the General Assembly.

This request is based on the Committee's mandate set out in General Assembly resolution 2819 (XXVI), authorizing the Committee to meet periodically during the year or whenever the need arises. The Committee, since its establishment in 1971, has always met during the regular sessions of the Assembly in order to consider, among other things, problems experienced by delegations of Member States, to finalize its annual report and to present it to the General Assembly.

In its resolution 64/120, the General Assembly affirmed the importance of the Committee being in a position to fulfil its mandate and meet on short notice to deal with urgent and important matters concerning the relations between the United Nations and the host country, and in that connection requested the Secretariat and the Committee on Conferences to accord priority to requests from the Committee on Relations with the Host Country for conference-servicing facilities for meetings of that Committee that must be held while the Assembly and its Main Committees are meeting, without prejudice to the requirements of those bodies and on an "as available" basis. The Assembly also requested the Committee to continue its work in conformity with General Assembly resolution 2819 (XXVI) and to submit a report on its work to the Assembly at its sixty-fifth session.

Having due regard to the nature of the Committee, its work and previous experience, it would suffice to make the necessary conference facilities available for two or three meetings only.

B. Committee on the Exercise of the Inalienable Rights of the Palestinian People

Letter dated 10 June 2010 from the Chair of the Committee

As you are aware, the General Assembly, by its resolution 64/16, has again requested the Committee on the Exercise of the Inalienable Rights of the Palestinian People to continue to keep under review the situation relating to the question of Palestine and to report and make suggestions to the General Assembly, the Security Council or the Secretary-General, as appropriate. By the same resolution, the Assembly requested the Secretary-General to continue to provide the Committee with all the necessary facilities for the performance of its tasks.

As the Committee has no control over the timing of the events it is called upon to discuss, it needs to meet throughout the year, as circumstances require. Based on past experience, the Committee would request facilities for approximately three

meetings per General Assembly session. These are in addition to the special meeting in observance of the International Day of Solidarity with the Palestinian People, which is included in each year's calendar.

With regard to the documentation submitted to the General Assembly, please be advised that the Committee submits its annual report (Supplement No. 35) under the agenda item "Question of Palestine". The Committee usually adopts its report in early October of each year, at which point it is submitted for processing.

In the light of the above, I should like to request that authorization again be granted to the Committee on the Exercise of the Inalienable Rights of the Palestinian People to hold meetings during the forthcoming sixty-fifth session of the General Assembly, as necessary for carrying out the important mandate entrusted to the Committee by the Assembly.

C. Disarmament Commission

Memorandum dated 1 June 2010 from the Secretary of the Disarmament Commission

We should be most grateful if you would, in accordance with the exception to section I, paragraph 7, of General Assembly resolution 40/243, seek the approval of the Committee on Conferences for the Commission to hold its organizational session in November 2010, in the event it needs to meet in accordance with its established meetings pattern.

The holding of the organizational session of the Commission during the General Assembly is justified by reasons of political practicality and membership. Both the First Committee and the Disarmament Commission are concerned with the same disarmament agenda and participating Member States are represented by the same delegations, almost half of which come from the Geneva-based Conference on Disarmament.

The presence of disarmament ambassadors during the work of the First Committee presents a unique opportunity to discuss and solve not only organizational but also substantive issues.

D. Independent Audit Advisory Committee

Memorandum dated 2 June 2010 from the Secretary of the Independent Audit Advisory Committee

The Independent Audit Advisory Committee was established by the General Assembly in its resolution 60/248 as a subsidiary body to assist the Assembly in fulfilling its oversight responsibilities.

According to its terms of reference (see General Assembly resolution 61/275, annex), the Advisory Committee is authorized to meet up to four times a year, in coordination with the relevant activities of the United Nations and the Assembly and in accordance with Assembly resolutions on the pattern of conferences.

The Committee has met twice in New York during 2010. In order to complete its work programme for the year and to ensure that it provides timely advice to the

General Assembly, the Committee is planning to hold two more sessions this year, one from 21 to 23 July and the final session from 30 November to 2 December.

At the December session, the Advisory Committee plans to discuss, inter alia, the Office of Internal Oversight Services (OIOS) programme of work for 2011. The OIOS workplan will not be available to the Committee before December. The Committee is required to examine the workplan of OIOS, taking into account the workplans of the other oversight bodies (Board of Auditors and Joint Inspection Unit). In addition, the Committee will review the OIOS budget proposal under the support account for peacekeeping operations for 2011/2012, taking into account the OIOS workplan, and provide its comments to the Advisory Committee on Administrative and Budgetary Questions prior to the review of the OIOS budget proposals by the Advisory Committee on Administrative and Budgetary Questions.

In this regard, I am requesting that the Independent Audit Advisory Committee be granted a waiver to hold its last session from 30 November to 2 December 2010, in line with General Assembly resolution 40/243. The granting of this waiver would enable the Advisory Committee to complete its programme of work for 2010.

E. International Criminal Court: Assembly of States Parties to the Rome Statute

Letter dated 17 December 2009 from the President of the Assembly of the States Parties

I have the honour to refer to the decision of the Assembly of States Parties to the Rome Statute of the International Criminal Court, as contained in resolution ICC-ASP/8/Res.3, adopted on 26 November 2009, to convene its ninth session in New York for a period of five working days as early as possible in December 2010.

I wish to inform you that pursuant to this decision, my Office has been informed by the Department for General Assembly and Conference Management that the tentative dates of 6 to 10 December 2010 (inclusive) have been reserved for the ninth session, subject to the approval of the Assembly.

Taking into account the 2004 relationship agreement between the International Criminal Court and the United Nations, I would be most appreciative if an exception to section I, paragraph 7, of General Assembly resolution 40/243 would be granted, if necessary, in order to allow the Assembly of States Parties to meet during the sixty-fifth regular session of the General Assembly at United Nations Headquarters.

I would be delighted to discuss the matter further, if necessary, in view of the need for timely preparation of the session, possibly by telephone at your earliest convenience.

F. Working Group on the Financing of the United Nations Relief and Works Agency for Palestine Refugees in the Near East

Memorandum dated 24 June 2010 from the Secretary of the Working Group

In paragraph 5 of its resolution 64/89, regarding the Working Group on the Financing of the United Nations Relief and Works Agency for Palestine Refugees in

the Near East (UNRWA), the General Assembly requested the Secretary-General to provide the necessary services and assistance to the Working Group for the conduct of its work to ensure the financial security of the Agency.

In order to fulfil its mandate, the Working Group needs the latest data with regard to the UNRWA budget, that is, up-to-date information on the current budget and precise indications as to the needed revenue and the anticipated contributions for the next fiscal year. Owing to its budgetary procedure, UNRWA is not in a position to supply the Working Group with this timely information any earlier than September 2010, and the Working Group cannot prepare its report to the sixty-fifth session without this important material.

In view of the foregoing, it would be very much appreciated if you could draw to the attention of the Committee on Conferences the request of the Working Group that it be authorized to meet during the first week of the sixty-fifth session of the General Assembly.

Annex II

Conference-servicing implications of proposals to adjust the 2011 calendar of conferences and meetings to address the problem of timely availability of documentation for the Fifth Committee

Option 1: One or two weeks to be added to the second resumed session of the Fifth Committee in April, before its traditional start in the first week of May, and the current scheduling of the session of the Committee for Programme and Coordination to be left unchanged[a]

Current schedule of meetings	*Proposals*[a]	*Impact on schedule of meetings with interpretation*	*Impact on availability of documentation*
Fifth Committee First resumed session 7 March-1 April 2011 (four weeks) Second resumed session 2-27 May 2011 (four weeks) **Committee for Programme and Coordination** 6 June-1 July 2011 (four weeks) **Advisory Committee on Administrative and Budgetary Questions** Winter session 25 January-29 April 2011 Spring session 17 May-22 July 2011 Fall session 6 September-16 December 2011 **Economic and Social Council** 2011 in Geneva 2012 in New York	(a) **One week** added before the traditional start of the second resumed session of the Fifth Committee: 25 April-27 May 2011 (five weeks) **One week** taken from the main part of the Fifth Committee session: 10 October-23 December 2011[b]	(a) No impact expected on resources unless new mandates arise for the same period, but it would limit the capability of the Department to meet other servicing needs during the period	(a) The main problem is the issuance of the reports of the Advisory Committee on Administrative and Budgetary Questions for the second resumed session of the Fifth Committee: (i) This option would put greater pressure on author departments of peacekeeping budget reports since they would have to submit earlier than the current pattern, which is mid-January to end of February. Overall, documents might be issued closer than they are now to the beginning of the second resumed session (ii) The support account report, which is usually submitted last in early March and is excessively lengthy, would have to be submitted earlier for processing by streamlining the budget preparation process, so that it could be issued in time for consideration by the Advisory Committee (failure would not only delay consideration of the report by the Advisory Committee but would further delay consideration by the Fifth Committee of the relevant Advisory Committee report and item) and before the beginning of the second

Current schedule of meetings	*Proposals*[a]	*Impact on schedule of meetings with interpretation*	*Impact on availability of documentation*
			resumed session. Given the desire of the Fifth Committee to take up this overview report at the beginning of the session, this might impact its work (iii) The Advisory Committee report on administrative and budgetary aspects of the financing of the United Nations peacekeeping operations, a very lengthy report that is always submitted at the end of the Committee's winter session, can hardly be processed and issued before the beginning of the second resumed session since there is only one weekend between the two sessions. Given the desire of the Fifth Committee to take up this overview report at the beginning of the session, this might impact its work
	(b) **Two weeks** added before the traditional start of the second resumed session of the Fifth Committee: 18 April-27 May 2011 (six weeks) **Two weeks** taken from the main part of the Fifth Committee session: 17 October-23 December 2011[b]	(b) No impact expected on resources unless new mandates arise for the same period, but the capability of the Department to meet other servicing needs during the period would be seriously limited	(b) Same as (a) above, only much worse. In particular: (i) The support account report might be issued very close to, if not right before, the beginning of the second resumed session. This might have a big impact on the work of the Committee (ii) The Advisory Committee's report on administrative and budgetary aspects of the financing of the United Nations peacekeeping operations would have to be issued during, and probably in the middle of, the second resumed session of the Fifth Committee, given the overlap of the two sessions

Current schedule of meetings	*Proposals*[a]	*Impact on schedule of meetings with interpretation*	*Impact on availability of documentation*
			This option assumes that the Advisory Committee winter session will not be extended. Any extension before the current start date would put great pressure on authors of peacekeeping reports; any extension after the current end date would have a disastrous effect on the second resumed session of the Fifth Committee since many of its reports would have to be issued during that session

Option 2: One or two weeks to be added after the traditional ending of the second resumed session of the Fifth Committee in June and, accordingly, the start of the annual session of the Committee for Programme and Coordination to be delayed by one or two weeks[a]

Current schedule of meetings	*Proposals*[a]	*Impact on schedule of meetings with interpretation*	*Impact on availability of documentation*
Fifth Committee First resumed session 7 March-1 April 2011 (four weeks) Second resumed session 2-27 May 2011 (four weeks) **Committee for Programme and Coordination** 6 June-1 July 2011 (four weeks) **Advisory Committee on Administrative and Budgetary Questions** Winter session 25 January-29 April 2011 Spring session 17 May-22 July 2011 Fall session 6 September-16 December 2011	(a) **One week** added after the traditional ending of the second resumed session of the Fifth Committee: 2 May-3 June 2011 (five weeks) **One week** taken from the main part of the Fifth Committee session: 10 October-23 December 2011[b] **One-week** delay of the start of the annual session of the Committee for Programme and Coordination: 13 June-8 July 2011	(a) No impact expected on resources unless new mandates arise for the same period, but the capability of the Department to meet other servicing needs during the period would be seriously limited	The main problem is the domino effect on the second resumed session of the Fifth Committee, the Committee for Programme and Coordination and the Economic and Social Council (a) Currently there are two weeks between the end of the Committee for Programme and Coordination session and consideration by the Council of its report. Delaying the Committee for Programme and Coordination by one week would shorten that interval to one week (in which a report would have to be prepared, submitted to the Department for processing and issued). In this case, the Committee for Programme and Coordination report to the Council would not be available during the substantive session of the Council

Current schedule of meetings	*Proposals*[a]	*Impact on schedule of meetings with interpretation*	*Impact on availability of documentation*
Economic and Social Council 2011 in Geneva 2012 in New York	(b) **Two weeks** added after the traditional ending of the second resumed session of the Fifth Committee: 2 May-10 June 2011 (six weeks) **Two weeks** taken from the main part of the Fifth Committee session: 17 October-23 December 2011[b] **Two-week** delay of the start of the annual session of the Committee for Programme and Coordination: 20 June-15 July 2011	(b) No impact expected on resources unless new mandates arise for the same period, but the capability of the Department to meet other servicing needs during the period would be seriously limited	(b) Delaying the Committee for Programme and Coordination by two weeks would leave no time between the end of its session and consideration by the ECOSOC of its report. In this case, the Committee report to the Council would not be available during the substantive session of the Council

Option 3: Delay of the start of the first and second resumed sessions of the Fifth Committee by one week[a]

Current schedule of meetings	*Proposals*[a]	*Impact on schedule of meetings with interpretation*	*Impact on availability of documentation*
Fifth Committee First resumed session 7 March-1 April 2011 (four weeks) Second resumed session 2-27 May 2011 (four weeks)	(a) **One-week delay** of the start of the **first** resumed session of the Fifth Committee: 14 March-8 April 2011	(a) No impact expected on resources unless new mandates arise for the same period	(a) No impact

Current schedule of meetings	*Proposals*[a]	*Impact on schedule of meetings with interpretation*	*Impact on availability of documentation*
Committee for Programme and Coordination 6 June-1 July 2011 (four weeks) **Advisory Committee on Administrative and Budgetary Questions** Winter session 25 January-29 April 2011 Spring session 17 May-22 July 2011 Fall session 6 September-16 December 2011 **Economic and Social Council** 2011 in Geneva 2012 in New York	(b) **One-week delay** of the start of the **second** resumed session of the Fifth Committee: 9 May-3 June 2011 Should the Committee for Programme and Coordination session be delayed by one week as a result of delaying the second resumed session of the Fifth Committee, the limitations described in option 2 (b) would apply	(b) No impact expected on resources unless new mandates arise for the same period	(b) This option would help ease the pressure on documentation for the resumed session, but would pose challenges in terms of Committee for Programme and Coordination and ECOSOC documents
			None of the options proposed will have any impact on the coverage of summary records

[a] See A/64/32, para. 15.

[b] The weeks added to the second resumed session of the Fifth Committee would be taken from the main part of the Fifth Committee session; therefore, the start of its session in October should be delayed accordingly by one or two weeks.

Annex III

Utilization of conference resources

A Number of meetings programmed by a given organ at a scheduled session

B Number of additional meetings held during the session

C Number of meetings cancelled during the session

D Number of meetings actually held

E Total number of reassignments

F Amount of time lost owing to late starting/early ending (hours and minutes rounded to the nearest five minutes, e.g., 5.25 = 5 hours and 25 minutes)

MR Meeting ratio, calculated as meetings held as a percentage of meetings available to a given body (D as a percentage of A)

PAF Planning accuracy factor, calculated as meetings planned, minus additional meetings, minus cancellations, all as a percentage of meetings planned (A minus B minus C as a percentage of A)

UF Utilization factor, the percentage of available conference resources actually used by the organ in question. The utilization factor is based on the following calculation:

$$\frac{(A+B) - (C-E) - (F/3)}{(A+B)} = UF$$

In the foregoing calculation, the number of minutes/hours lost as a result of late starting and early ending is converted into the equivalent of meetings lost by dividing the total by three, as the standard meeting time is three hours. The number of reassignments is subtracted from the number of cancelled meetings. The difference between the two and the number of meetings lost are then subtracted from the sum of meetings planned and additional meetings held. The result is expressed as a percentage of the sum of meetings planned and additional meetings held.

CI Issuance compliance index, calculated first as the percentage of pre-session documentation issued in accordance with the six-week rule and again as the percentage of documentation issued four weeks before the start of the session

AI Availability index, calculated as the actual rate of delivery presented on a week-by-week basis

N/A Not applicable

* Number of related reassignments

** Utilization factor that would result if only related reassignments were credited

The statistics are compiled in accordance with the methodology adopted by the Committee on Conferences at its 348th meeting, held on 18 May 1993.

In compliance with the request of the Committee on Conferences at its 1999 substantive session, utilization factors for a three-year reporting period are provided and organs are listed in the order of the utilization factors for the latest reporting period by duty station.

Table 1
Meeting and documents statistics of a core sample of United Nations bodies

A. New York

	A	B	C	D	E	*	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	**	Minutes	C1 6 weeks	C1 4 weeks	A1 Issued by end of week 6	5	4	3	2	1
Committee on Conferences																				
8-14 September 2009	10	—	—	10	—	N/A	0.00/0.00	100	100	100	N/A	—	40	40	—	—	—	40	—	20
8-12 September 2008	10	—	—	10	—	N/A	4.10/0.10	100	100	86	N/A	260	40	40	—	—	20	20	—	20
10-14 September 2007	10	—	—	10	—	N/A	3.00/0.00	100	100	90	N/A	180	25	25	—	—	—	25	25	25
United Nations Children's Fund (UNICEF) Executive Board																				
Second regular session, 14-16 September 2009	6	—	1	5	1	N/A	0.40/0.15	83	83	95	N/A	55	24	88	40	24	8	4	—	—
15-17 September 2008	6	—	—	6	—	N/A	0.15/0.00	100	100	99	N/A	15	47	80	15	18	12	—	—	8
4-7 September 2007	6	1	—	7	—	N/A	0.25/0.15	117	83	97	N/A	40	41	87	28	18	—	5	8	—
Advisory Committee on Administrative and Budgetary Questions																				
12 May-24 June 2009	103	—	1	102	—	N/A	9.25/8.25	99	99	93	N/A	1 070	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
6 May-27 June 2008	75	—	1	74	—	N/A	10.30/20.45	99	99	85	N/A	1 875	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
15 May-27 June 2007	102	—	5	97	1	N/A	9.15/37.20	95	95	81	N/A	2 795	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Human Rights Committee																				
Ninety-fifth session, 16 March-3 April 2009	30	—	1	29	—	N/A	0.45/3.30	97	97	92	N/A	255	1	4	—	3	—	1	4	9
Ninety-second session, 17 March-4 April 2008	28	—	1	27	—	N/A	5.25/3.20	96	96	86	N/A	525	1	2	—	1	—	—	—	—
Eighty-ninth session, 12-30 March 2007	30	—	1	29	—	N/A	3.15/1.10	97	97	92	N/A	265	4	5	—	1	—	—	—	1

	A	B	C	D	E	*	F (hrs./mins.)	Percentage MR	PAF	UF	**	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
Economic and Social Council																				
Organizational session, 10-13 February 2009	4	—	2	2	2	—	0.35/0.20	50	50	92	92	55	—	—	—	—	—	—	—	—
5-8 February 2008	6	2	5	3	4	—	0.35/2.35	50	-17	74	24	190	—	—	—	—	—	—	—	100
6-9 February 2007	5	3	4	4	1	—	1.35/3.35	80	-40	41	28	310	—	—	—	—	—	100	—	—
Advisory Committee on Administrative and Budgetary Questions																				
20 January-24 April 2009	131	2	4	129	—	N/A	12.50/11.55	98	95	91	N/A	1 485	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5 February-25 April 2008	100	2	4	98	—	N/A	9.25/5.50	98	94	91	N/A	915	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
6 February-27 April 2007	113	—	14	99	2	N/A	10.05/21.55	88	88	80	N/A	1 920	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
General Assembly (Sixth Committee)																				
Sixty-fourth session, 2009	36	3	4	35	3	N/A	0.00/7.45	97	81	91	N/A	465	80	90	—	10	—	—	—	10
Sixty-third session, 2008	28	—	2	26	2	N/A	3.25/5.30	93	93	89	N/A	535	85	100	—	15	—	—	—	—
Sixty-second session, 2007	33	2	3	32	3	N/A	3.20/3.55	97	85	93	N/A	435	92	92	—	—	—	8	—	—
United Nations Development Programme/United Nations Population Fund Executive Board																				
Second regular session, 8-11 September 2009	8	—	—	8	—	N/A	0.50/1.35	100	100	90	N/A	145	19	44	6	19	31	19	—	6
8-12 September 2008	10	—	—	10	—	N/A	2.35/1.35	100	100	86	N/A	250	13	34	21	—	13	13	17	23
10-14 September 2007	10	—	—	10	—	N/A	1.35/1.40	100	100	89	N/A	195	19	43	14	10	19	14	10	14
Committee on Non-Governmental Organizations																				
19-28 January and 18-27 May 2009	30	1	—	31	—	N/A	10.00/0.15	103	97	89	N/A	615	—	—	34	11	—	—	1	—
21-30 January and 29 May-6 June 2008	30	—	—	30	—	N/A	14.45/0.35	100	100	83	N/A	920								
22 January-2 February and 14-18 May 2007	30	—	8	22	1	N/A	6.40/4.20	73	73	66	N/A	560	—	23	16	7	6	12	3	—

	A	B	C	D	E	*	F (hrs/mins)	Percentage MR	PAF	UF	**	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
General Assembly (Fourth Committee)																				
Sixty-fourth session, 2009	27	—	3	24	3	N/A	4.15/4.45	89	89	89	N/A	5 405	63	84	5	16	—	—	—	16
Sixty-third session, 2008	25	1	2	24	2	N/A	4.35/8.10	96	88	84	N/A	765	47	53	—	6	6	—	6	35
Sixty-second session, 2007	29	—	4	25	2	N/A	5.10/12.50	86	86	72	N/A	1 080	84	89	5	—	—	11	—	—
General Assembly (Fifth Committee)																				
Resumed sixty-third session, 2-27 March 2009	40	12	5	47	4	3	11.30/4.05	118	58	88	86	935	—	—	—	—	—	—	33	67
11 May-5 June 2009	38	15	4	49	1	1	8.00/0.50	129	50	89	89	530	81	86	4	2	—	2	2	9
Resumed sixty-second session, 3-28 March 2008	38	—	2	36	2	2	10.20/7.00	95	95	85	85	1 040	—	—	—	—	—	17	17	66
5-30 May 2008	38	—	2	36	2	2	8.25/3.50	95	95	89	89	735	36	44	2	6	4	2	15	35
Resumed sixty-first session, 5-30 March 2007	40	2	5	37	5	5	10.25/4.40	93	83	88	88	905	9	9	—	—	—	—	8	83
7 May-8 June 2007	48	—	3	45	3	3	16.15/6.55	94	94	84	84	1 390	50	57	4	3	5	13	11	14
General Assembly (Fifth Committee)																				
Sixty-fourth session, 2009	114	19	12	121	9	9	24.15/18.10	106	73	87	87	2 545	59	73	5	9	2	4	11	10
Sixty-third session, 2008	111	4	14	101	11	11	27.40/9.45	91	84	87	87	2 245	24	42	9	9	6	10	12	30
Sixty-second session, 2007	103	4	9	98	8	8	24.30/13.45	95	87	87	87	2 270	57	61	—	4	3	3	6	27
UNICEF Executive Board, annual session,																				
8-10 June 2009	6	—	—	6	—	N/A	0.20/2.15	100	100	86	N/A	155	28	83	31	24	7	—	7	3
2-6 June 2008	6	—	1	5	—	N/A	0.35/0.30	83	83	77	N/A	65	—	53	18	35	12	24	6	5
4-8 June 2007	10	1	2	9	1	N/A	0.15/1.15	90	70	86	N/A	90	—	49	28	21	12	27	6	6

	A	B	C	D	E	*	F (hrs./mins.)	Percentage MR	PAF	UF	**	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
General Assembly (Third Committee)																				
Sixty-fourth session, 2009	52	1	6	47	3	—	4.45/8.00	90	87	86	81	765	75	87	8	4	6	—	6	1
Sixty-third session, 2008	55	5	6	54	4	3	10.10/13.40	98	80	83	82	1 430	39	74	24	11	2	8	3	13
Sixty-second session, 2007	62	1	8	55	2	—	14.05/14.50	89	85	75	72	1 735	58	77	13	6	11	2	6	4
General Assembly (First Committee)																				
Sixty-fourth session, 2009	22	1	1	22	—	—	3.55/3.20	100	91	85	85	435	56	63	2	5	2	2	15	18
Sixty-third session, 2008	24	—	2	22	1	—	4.35/4.40	92	92	83	79	555	60	65	—	5	5	5	7	18
Sixty-second session, 2007	24	1	—	25	—	—	5.35/5.55	104	96	85	85	690	52	54	—	2	2	7	13	24
Committee on Information																				
Thirty-first session, 4-15 May 2009	12	1	—	13	—	N/A	0.15/61.05	108	92	84	N/A	380	100	100	—	—	—	—	—	—
Thirtieth session, 28 April-9 May 2008	15	1	—	16	—	N/A	8.00/11.25	107	93	60	N/A	1 165	67	100	33	—	—	—	—	—
Twenty-ninth session, 30 April-11 May 2007	9	—	—	9	—	N/A	0.20/5.10	100	100	80	N/A	330	75	100	25	—	—	—	—	—
United Nations Commission on International Trade Law (UNCITRAL) Working Group on Arbitration																				
Fiftieth session, 9-13 February 2009	10	—	—	10	—	N/A	4.35/0.35	100	100	83	N/A	310	50	50	—	—	—	—	50	—
Forty-eighth session, 4-8 February 2008	10	—	—	10	—	N/A	3.15/0.00	100	100	89	N/A	195	50	50	—	—	—	—	50	—
Forty-sixth session, 5-9 February 2007	10	—	—	10	—	N/A	3.05/0.15	100	100	89	N/A	200	25	25	—	—	—	50	25	—

	A	B	C	D	E	*	F (hrs./mins.)	Percentage MR	PAF	UF	**	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
Commission on Sustainable Development																				
Seventeenth session, 4-15 May 2009	37	3	3	37	—	N/A	7.45/4.25	100	84	82	N/A	730	92	92	—	—	—	—	8	—
Sixteenth session, 5-16 May 2008	36	—	1	35	—	N/A	6.55/5.15	97	97	86	N/A	730	96	100	—	4	—	—	—	—
Fifteenth session, 30 April-11 May 2007	33	7	6	34	—	N/A	10.20/7.10	103	61	70	N/A	1 050	33	100	56	11	—	—	—	—
Advisory Committee on Administrative and Budgetary Questions																				
8 September-18 December 2009	141	—	5	136	3	N/A	27.00/45.40	96	96	81	N/A	4 360	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2 September-19 December 2008	151	—	8	143	2	N/A	13.35/26.30	95	95	87	N/A	2 405	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4 September-21 December 2007	151	—	21	130	11	N/A	13.15/55.10	86	86	78	N/A	4 105	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Committee for Programme and Coordination																				
Forty-ninth session, 8 June-2 July 2009	38	5	8	35	6	N/A	10.20/8.10	92	66	81	N/A	1 110	28	64	27	9	27	—	—	9
Forty-eighth session, 9 June-3 July 2008	38	—	1	37	1	N/A	7.30/15.25	97	97	80	N/A	1 375	85	88	3	—	3	3	6	—
Forty-seventh session, 11 June-6 July 2007	38	4	9	33	4	N/A	7.15/12.15	87	66	73	N/A	1 170	26	34	4	4	4	4	8	50
General Assembly																				
Sixty-fourth session, Plenary 2009	152	49	70	131	56	30	28.20/47.15	86	22	81	67	1 110	62	83	13	8	4	6	6	1
Sixty-third session, Plenary 2008	156	58	69	145	56	33	41.05/51.40	93	19	79	79	5 565	62	72	10	—	10	8	8	2
Sixty-second session, Plenary 2007	137	3	52	88	36	18	13.10/32.45	64	60	78	65	2 755	57	73	14	2	7	9	7	4

	A	B	C	D	E	*	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	**	Minutes	C1 6 weeks	C1 4 weeks	A1 Issued by end of week 6	5	4	3	2	1
UNDP/UNFPA Executive Board																				
First regular session, 19-22 January 2009	8	—	—	8	—	N/A	1.30/3.35	100	100	79	N/A	305	50	67	9	8	8	25	—	—
21-24 January 2008	8	—	—	8	—	N/A	2.15/0.15	100	100	90	N/A	150	29	58	24	5	10	14	18	—
22-26 January 2007	8	—	—	8	—	N/A	1.35/2.30	100	100	83	N/A	245	25	45	10	10	5	—	25	25
UNICEF Executive Board																				
First regular session, 4-6 February 2009	6	—	1	5	—	N/A	0.50/0.25	83	83	76	N/A	75	17	67	33	17	—	33	—	—
29 January-1 February 2008	8	—	1	7	—	N/A	0.40/4.50	88	88	65	N/A	330	30	50	—	20	10	20	10	10
15-18 January 2007	6	2	—	8	—	N/A	0.30/2.50	133	67	86	N/A	200	25	38	13	—	38	—	12	12
Special Committee on Peacekeeping Operations and its Working Group																				
23 February-20 March 2009	30	—	11	19	7	N/A	5.00/4.35	63	63	76	N/A	575	—	50	50	—	50	—	—	—
10 March-4 April 2008	30	—	11	19	4	N/A	5.20/6.50	63	63	63	N/A	730	50	50	—	—	50	—	—	—
26 February-16 March 2007	26	2	6	22	4	N/A	12.10/7.40	85	69	69	N/A	1 190	34	67	33	—	—	—	—	33
Commission on Social Development																				
Forty-seventh session, 4-13 February 2009	13	—	1	12	1	1	3.05/7.00	92	92	74	74	605	89	100	11	—	—	—	—	—
Forty-sixth session, 6-15 February 2008	14	—	1	13	1	—	2.10/5.30	93	93	82	75	500	100	100	—	—	—	—	—	—
Forty-fifth session, 7-16 February 2007	16	—	3	13	2	—	3.00/5.30	81	81	76	64	510	86	100	—	14	—	—	—	—
Statistical Commission																				
Fortieth session, 24-27 February 2009	8	—	2	6	—	N/A	0.20/0.10	75	75	73	N/A	30	59	72	14	—	10	17	—	—
Thirty-ninth session, 26-29 February 2008	8	—	1	7	—	N/A	0.15/3.05	88	88	74	N/A	200	100	100	—	—	—	—	—	—
Thirty-eighth session, 27 February-2 March 2007	8	—	2	6	2	N/A	1.45/1.00	75	75	89	N/A	165	100	100	—	—	—	—	—	—

	A	B	C	D	E	*	F (hrs/mins)	Percentage MR	Percentage PAF	Percentage UF	**	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
General Assembly (Second Committee)																				
Sixty-fourth session, 2009	42	5	4	43	3	1	8.45/26.20	102	79	73	69	2 105	81	90	6	3	4	3	—	3
Sixty-third session, 2008	42	1	5	38	5	3	7.50/15.55	90	86	82	77	1 425	59	88	21	8	4	4	4	—
Sixty-second session, 2007	38	1	7	32	5	—	6.25/17.10	84	79	75	62	1 415	45	73	18	10	17	3	7	—
Committee on Contributions																				
Sixty-ninth session, 1-26 June 2009	32	—	6	26	4	N/A	12.15/12.15	81	81	68	N/A	1 470	78	100	11	11	—	—	—	—
Sixty-eighth session, 9-27 June 2008	21	—	5	16	4	N/A	5.15/6.50	76	76	76	N/A	725	86	100	14	—	—	—	—	—
Sixty-seventh session, 11-29 June 2007	24	—	5	19	4	N/A	8.45/8.45	79	79	72	N/A	1 050	80	100	20	—	—	—	—	—
Commission on the Status of Women																				
Fifty-third session, 2-13 March 2009	21	—	3	18	—	N/A	3.20/8.10	86	86	67	N/A	690	65	76	11	—	18	—	—	6
Fifty-second session, 25 February-7 March 2008	20	1	1	20	—	N/A	3.05/8.35	100	90	77	N/A	700	88	94	—	6	—	—	6	—
Fifty-first session, 26 February-9 March 2007	20	—	1	19	—	N/A	4.50/0.15	95	95	87	N/A	305	85	93	—	8	—	—	—	7
Economic and Social Council Resumed organizational session																				
18-19 May 2009	4	—	3	1	2	—	0.20/0.55	25	25	65	15	75	88	8	—	—	—	—	—	—
29-30 April 2008	4	—	3	1	1	—	0.10/0.55	25	25	41	16	65	100	100	—	—	—	—	—	—
25-26 April 2007	4	—	2	2	1	—	0.25/0.15	50	50	69	44	40	100	100	—	—	—	—	—	—

	A	B	C	D	E	*	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	**	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
Commission on Population and Development																				
Forty-second session, 30 March-3 April 2009	9	—	2	7	—	—	3.00/3.05	78	78	55	55	365	83	100	17	—	—	12	—	—
Forty-first session, 7-11 April 2008	8	—	1	7	—	—	2.10/4.20	88	88	60	60	390	100	100	—	—	—	—	—	—
Fortieth session, 9-13 April 2007	10	—	4	6	1	—	1.15/2.00	60	60	59	49	195	100	100	—	—	—	—	—	—
Special Committee on the Charter of the United Nations and on the Strengthening of the Role of the Organization																				
17-25 February 2009	13	—	5	8	2	N/A	3.45/9.05	62	62	44	N/A	770	100	100	—	—	—	—	—	—
27 February-5 March and 7 March 2008	9	—	—	9	—	N/A	3.00/8.25	100	100	58	N/A	685	100	100	—	—	—	—	—	—
7-16 February 2007	9	2	3	8	1	N/A	2.20/3.30	89	44	64	N/A	350	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Committee for Programme and Coordination Organizational session																				
30 April 2009	1	—	—	1	—	N/A	0.20/1.50	100	100	28	N/A	130	100	100	—	—	—	—	—	—
30 April 2008	1	—	—	1	—	N/A	0.20/2.20	100	100	11	N/A	160	100	100	—	—	—	—	—	—
1 May 2007	1	—	—	1	—	N/A	0.20/1.20	100	100	44	N/A	100	100	100	—	—	—	—	—	—

B. Geneva

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage P&F	Percentage UF	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
International Law Commission																		
Sixty-first session (first part), 4 May-5 June 2009	37	—	—	37	—	1.45/2.10	100	100	96	235	—	—	—	—	—	—	—	—
Sixtieth session (first part), 5 May-6 June 2008	40	—	—	40	—	1.15/4.00	100	100	98	315	50	50	—	—	—	—	13	37
Fifty-ninth session (first part), 7 May-5 June 2007	30	—	—	30	—	2.45/1.40	100	100	95	265	67	67	—	—	—	—	—	33
Economic and Social Council Subcommittee of Experts on the Transport of Dangerous Goods																		
Thirty-sixth session, 11 November-9 December 2009	15	—	—	15	—	0.20/2.00	100	100	95	140	—	—	—	—	4	41	37	18
Thirty-fourth session, 1-9 December 2008	12	—	—	12	—	0.30/0.55	100	100	96	85	2	2	—	—	76	16	2	4
Thirty-second session, 3-12 December 2007	10	—	—	10	—	0.25/0.30	100	100	97	55	—	4	4	—	—	17	79	—
International Law Commission																		
Sixty-first session (second part), 6 July-7 August 2009	36	—	—	36	—	1.15/3.45	100	100	95	300	—	—	—	—	—	—	—	—
Sixtieth session (second part), 7 July-8 August 2008	36	—	—	36	—	2.05/4.00	100	100	96	365	25	25	—	—	12	—	—	63
Fifty-ninth session (second part), 9 July-10 August 2007	38	—	—	38	—	2.50/3.30	100	94	94	380	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Committee on the Rights of the Child																		
Fifty-second session, 14 September-2 October 2009	28	—	—	28	—	2.50/2.30	100	100	94	320	26	53	11	16	—	—	—	47
Forty-ninth session, 15 September-3 October 2008	26	—	—	26	—	4.00/2.45	100	100	91	405	38	38	—	—	7	3	—	52
Forty-sixth session, 17 September-5 October 2007	34	—	1	33	—	3.15/5.10	97	97	89	505	47	50	—	3	10	—	10	30

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	Minutes	C1 6 weeks	C1 4 weeks	A1 Issued by end of week 6	5	4	3	2	1
Committee against Torture																		
Forty-third session, 2-20 November 2009	30	—	—	30	—	4.35/0.45	100	100	94	320	14	20	3	3	—	—	9	71
Forty-first session, 3-21 November 2008	30	—	—	30	—	3.45/2.35	100	100	93	380	15	19	4	—	—	4	15	62
Thirty-ninth session, 5-23 November 2007	30	—	1	29	—	4.25/0.55	97	97	91	320	18	18	—	—	—	—	—	82
Committee on the Rights of the Child																		
Fifty-first session, 25 May-12 June 2009	28	—	1	27	—	3.05/0.00	96	96	93	185	23	46	5	18	—	4	18	32
Forty-eighth session, 19 May-6 June 2008	30	—	1	29	—	3.35/0.10	97	97	90	225	19	38	5	14	14	5	—	43
Forty-fifth session, 21 May-8 June 2007	28	—	1	27	—	3.30/1.45	96	96	90	315	28	32	—	4	4	—	32	32
Committee on Economic, Social and Cultural Rights																		
Forty-second session, 4-22 May 2009	28	—	1	27	—	3.05/0.00	96	96	93	185	—	18	6	12	6	12	12	52
Fortieth session, 28 April-16 May 2008	25	—	—	25	—	3.50/1.10	100	100	93	300	13	13	—	—	—	—	13	74
Thirty-eighth session, 30 April-18 May 2007	28	—	1	27	—	3.30/0.25	96	96	92	235	8	16	—	8	—	—	8	76
Human Rights Committee																		
Ninety-sixth session, 13-31 July 2009	30	—	1	29	—	2.40/2.30	97	97	91	310	12	14	—	2	5	7	3	71
Ninety-third session, 7-25 July 2008	30	—	1	29	—	4.50/2.10	97	97	89	420	15	15	—	—	3	6	18	58
Ninetieth session, 9-27 July 2007	30	—	1	29	—	3.10/2.55	97	97	90	365	14	18	4	—	4	—	7	71

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
Committee on the Rights of the Child																		
Fiftieth session, 12-30 January 2009	30	—	1	29	—	4.50/0.35	97	97	91	325	91	91	—	—	9	—	—	—
Forty-seventh session, 14 January-1 February 2008	30	—	1	29	—	4.10/1.15	97	97	91	325	44	63	6	13	—	9	3	25
Forty-fourth session, 15 January-2 February 2007	30	—	—	30	—	3.20/1.30	100	100	95	290	32	48	16	—	4	—	8	40
Committee against Torture																		
Forty-second session, 27 April-15 May 2009	30	—	1	29	—	4.25/3.20	100	100	90	560	3	3	—	—	5	9	9	74
Fortieth session, 28 April-16 May 2008	26	—	—	26	—	9.10/1.55	100	100	86	665	8	8	—	—	8	20	6	58
Thirty-eighth session, 30 April-18 May 2007	28	—	—	28	—	5.25/5.55	100	100	87	680	18	20	2	—	—	9	16	55
Committee on Economic, Social and Cultural Rights																		
Forty-third session, 2-20 November 2009	30	—	1	29	—	3.25/3.30	97	97	89	415	13	25	12	—	—	6	—	69
Forty-first session, 3-21 November 2008	30	—	2	28	—	2.30/0.45	93	93	90	195	15	15	—	—	—	15	8	62
Thirty-ninth session, 5-23 November 2007	30	—	1	29	—	6.25/0.20	97	97	89	415	—	—	—	—	5	5	11	79
Human Rights Committee																		
Ninety-seventh session, 12-30 October 2009	30	—	1	29	—	4.30/3.00	97	97	88	450	18	27	5	4	—	—	9	64
Ninety-fourth session, 13-31 October 2008	30	—	1	29	—	2.15/3.10	97	97	91	325	10	25	10	5	—	10	—	65
Ninety-first session, 15 October-2 November 2007	30	—	1	29	—	4.00/3.20	97	97	89	440	—	—	—	—	—	25	—	75

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
Economic and Social Council, Subcommittee of Experts on the Transport of Dangerous Goods																		
22-26 June 2009	10	—	1	9	—	0.10/0.30	90	90	88	40	41	89	33	15	11	—	—	—
30 June-9 July 2008	15	—	—	15	—	0.20/6.35	100	100	85	415	21	48	8	19	18	18	13	3
2-6 July 2007	10	—	1	9	—	1.00/0.10	90	90	86	70	9	42	6	27	9	9	—	40
United Nations Conference on Trade and Development, Trade and Development Board																		
Fifty-sixth session, 14-29 September 2009	18	1	—	19	—	4.20/2.15	106	94	88	405	29	48	19	—	14	24	—	14
Fifty-fifth session, 15-26 August 2008	29	5	14	20	14	7.00/1.50	48	34	91	530	18	27	—	9	28	9	9	27
Fifty-fourth session, 1-11 October 2007	18	9	9	18	6	6.20/1.30	100	—	79	470	15	30	15	—	14	14	14	28
Committee on the Elimination of Racial Discrimination																		
Seventy-fifth session, 3-28 August 2009	40	—	1	39	—	11.35/3.25	98	98	85	900	7	10	—	3	3	37	—	50
Seventy-third session, 28 July-15 August 2008	28	—	—	28	—	7.00/3 35	100	100	87	635	3	8	—	5	3	5	3	81
Seventy-first session, 30 July-17 August 2007	28	—	—	28	—	7.30/0.05	100	100	91	455	6	18	6	6	8	6	6	62
Human Rights Council[a]																		
Tenth session, 2-27 March 2009	42	5	—	47	—	8.10/12.30	112	88	85	1 240	1	4	2	1	2	6	4	84
Seventh session, 3-28 March 2008	37	6	1	42	1	12.00/7.00	114	81	85	1 140	6	10	3	1	3	8	7	72
Fourth session, 12-30 March 2007	30	3	—	33	—	4.30/7.05	110	90	88	695	7	12	4	1	5	3	3	77

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
Committee on the Elimination of Racial Discrimination																		
Seventy-fourth session, 16 February-6 March 2009	30	—	1	29	—	9.20/1.50	97	97	84	670	—	—	—	—	—	—	25	75
Seventy-second session, 18 February-7 March 2008	30	—	1	29	1	8.40/2.25	97	97	84	665	9	17	8	—	25	8	—	50
Seventieth session, 19 February-9 March 2007	30	—	1	29	—	8.35/0.10	97	97	87	525	25	50	—	25	13	—	—	37
Human Rights Council[a]																		
Twelfth session, 14 September-2 October 2009	28	5	—	33	—	13.10/5.50	118	82	81	1 140	10	22	4	8	6	3	1	68
Ninth session, 8-26 September 2008	28	—	5	23	—	5.50/3.35	82	82	71	565	—	6	3	3	9	6	12	67
Sixth session, 10-28 September 2007	30	—	1	29	—	9.05/6.40	97	97	79	945	—	7	—	7	13	13	20	47
Human Rights Council[a]																		
Eleventh session, 2-18 June 2009	27	3	1	29	—	8.10/6.45	107	85	80	895	5	10	1	4	3	7	5	75
Eighth session, 2-18 June 2008	26	2	1	27	—	8.45/6.00	104	88	79	885	—	2	2	—	—	—	8	90
Fifth session, 11-18 June 2007	13	4	3	14	—	5.35/3.15	104	46	65	530	—	—	—	—	—	19	—	81
Economic and Social Council																		
Substantive session, 6-31 July 2009 (Geneva)	46	2	3	45	2	8.00/18.20	98	89	80	1 580	58	74	7	9	9	6	8	3
30 June-25 July 2008 (New York)	44	6	3	47	3	7.55/17.25	107	80	83	1 520	44	65	16	5	9	11	13	2
2-27 July 2007 (Geneva)	55	5	6	54	—	12.20/16.45	98	80	74	1 745	53	61	3	5	6	11	14	8

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	AI 5	AI 4	AI 3	AI 2	AI 1
Human Rights Council, Expert Mechanism on the Rights of Indigenous Peoples[b]																		
Second session, 10-14 August 2009	10	—	—	10	—	2.05/4.00	100	100	80	365	—	28	14	14	—	—	—	72
First session, 1-3 October 2008	6	—	—	6	—	1.55/0.30	100	100	87	145	—	—	—	—	50	50	—	—
Human Rights Council Advisory Committee[c]																		
Third session, 3-7 August 2009	10	—	—	9	—	2.15/1.10	90	90	79	205	100	100	—	—	—	—	—	—
First session, 4-15 August 2008	20	—	1	19	—	4.45/5.40	95	95	78	725	—	—	—	—	—	—	—	100
Executive Committee of the High Commissioner's Programme, Office of the United Nations High Commissioner for Refugees																		
Sixtieth session, 28 September-2 October 2009	10	—	1	9	—	1.40/2.50	90	90	75	270	9	17	—	8	17	—	8	58
Fifty-ninth session, 6-10 October 2008	10	—	1	9	—	3.05/4.20	90	90	65	445	22	33	11	—	—	11	56	—
Fifty-eighth session, 1-5 October 2007	10	—	1	9	—	2.50/1.45	90	90	75	275	—	—	—	—	50	25	—	25

C. Vienna

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	G Minutes	H 6 weeks	H 4 weeks	I Issued by end of week 6	5	4	3	2	1
International Narcotics Control Board																		
Ninety-fifth session, 11-22 May 2009	20	—	—	20	—	0.00/0.00	100	100	100	—	—	10	3	7	13	27	3	47
Ninety-second session, 19-30 May 2008	20	—	—	20	—	0.00/0.10	100	100	100	10	—	33	10	23	7	—	10	10
Eighty-ninth session, 7-18 May 2007	20	—	—	20	—	0.00/0.00	100	100	100	—	6	6	—	—	13	19	16	10
International Narcotics Control Board																		
Ninety-sixth session, 27 October-13 November 2009	28	—	—	28	—	0.00/1.30	100	100	98	90	6	7	2	—	13	17	9	53
Ninety-third session, 28 October-14 November 2008	28	—	—	28	—	0.05/2.35	100	100	97	160	8	13	—	5	5	8	3	28
Ninetieth session, 30 October-16 November 2007	28	—	—	28	—	0.05/1.00	100	100	99	65	6	10	2	2	12	6	16	4
UNCITRAL Working Group on Arbitration																		
Fifty-first session, 14-18 September 2009	10	—	—	10	—	1.50/0.40	100	100	92	150	—	50	50	—	50	—	—	—
Forty-ninth session, 15-19 September 2008	10	—	—	10	—	1.45/0.30	100	100	93	135	25	25	—	—	8	25	8	13
Forty-seventh session, 10-14 September 2007	10	—	—	10	—	2.35/0.00	100	100	91	155	33	33	—	—	—	—	67	—
Committee on the Peaceful Uses of Outer Space																		
Fifty-second session, 3-13 June 2009	16	—	—	16	—	3.40/0.10	100	100	92	230	—	—	—	—	—	13	33	54
Fifty-first session, 11-20 June 2008	16	—	1	15	—	2.50/2.45	94	94	82	335	—	—	—	—	14	28	42	14
Fiftieth session, 6-15 June 2007	17	—	—	17	—	2.10/1.40	100	100	92	230	16	21	—	5	14	21	—	—

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
UNCITRAL																		
Forty-second session, 29 June-17 July 2009 (Vienna)	28	—	—	28	—	6.25/2.30	100	100	89	535	30	48	12	6	1	6	6	17
Forty-first session, 16 June-3 July 2008 (New York)	28	—	5	23	2	4.55/1.40	82	82	81	395	17	44	21	6	3	4	13	13
Fortieth session, 25 June-12 July 2007 (Vienna)	20	—	—	20	—	3.05/3.50	100	100	88	415	10	38	3	25	9	6	11	12
Commission on Crime Prevention and Criminal Justice																		
Eighteenth session, 16-24 April 2009	26	1	—	27	—	4.25/6.35	104	96	86	660	—	—	—	—	—	—	37	63
Seventeenth session, 14-18 April 2008	19	5	—	24	—	5.35/1.45	100	74	90	440	6	41	7	28	15	20	9	4
Sixteenth session, 23-27 April 2007	19	1	—	20	—	5.35/1.35	105	95	88	430	24	46	3	19	13	7	22	13
Committee on the Peaceful Uses of Outer Space, Scientific and Technical Subcommittee																		
Forty-sixth session, 9-20 February 2009	20	—	—	20	—	2.15/7.35	100	100	84	590	6	17	—	11	—	28	22	33
Forty-fifth session, 11-22 February 2008	20	—	—	20	—	3.45/7.05	100	100	82	650	—	—	—	—	5	33	10	5
Forty-fourth session, 12-23 February 2007	20	—	—	20	—	2.30/10.00	100	100	79	750	—	—	—	—	26	13	7	20
Committee on the Peaceful Uses of Outer Space, Legal Subcommittee																		
Forty-eighth session, 23 March-3 April 2009	20	—	—	20	—	4.35/5.10	100	100	84	585	10	29	—	19	—	39	—	32
Forty-seventh session, 31 March-11 April 2008	20	—	2	18	—	3.35/10.40	90	90	66	855	17	42	25	—	8	8	8	8
Forty-sixth session, 26 March-5 April 2007	18	—	1	17	—	1.50/8.25	94	94	75	615	—	10	—	10	—	20	30	37

	A	B	C	D	E	F (hrs./mins.)	Percentage MR	Percentage PAF	Percentage UF	Minutes	CI 6 weeks	CI 4 weeks	AI Issued by end of week 6	5	4	3	2	1
Commission on Narcotic Drugs, Committee of the Whole																		
Fifty-second session, 11-20 March 2009	28	4	2	30	—	5.00/9.20	107	79	79	860	—	—	—	—	7	18	18	57
Fifty-first session, 10-14 March 2008	18	3	—	21	—	6.35/1.40	100	83	87	495	—	4	—	4	9	10	8	50
Fiftieth session, 12-16 March 2007	18	2	—	20	—	3.00/2.30	100	89	91	330	6	30	11	13	22	15	7	23
United Nations Scientific Committee on the Effects of Atomic Radiation																		
2009[d]																		
Fifty-sixth session, 10-18 July 2008	14	—	1	13	—	0.25/1.15	93	93	89	100	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Fifty-fifth session, 21-25 May 2007	10	—	1	9	—	0.15/0.05	90	90	89	20	—	—	—	—	—	—	100	—
UNCITRAL Working Group on Electronic Commerce[e]																		

D. Nairobi

							Percentage				CI		AI Issued by end of week					
	A	B	C	D	E	F (hrs./mins.)	MR	PAF	UF	Minutes	6 weeks	4 weeks	6	5	4	3	2	1
Committee of Permanent Representatives of the United Nations Environment Programme (UNEP)																		
2009	4	1	—	5	—	0.5	125	75	97	50	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2008	5	—	—	5	—	—	100	100	100	—	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2007	4	—	—	4	—	—	100	100	100	—	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Committee of Permanent Representatives of the United Nations Human Settlements Programme																		
2009	4	—	—	4	—	1.15	100	100	90	69	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2008	4	—	—	4	—	—	100	100	100	—	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2007	4	—	—	4	—	—	100	100	100	—	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
UNEP Governing Council																		
Twenty-fifth session, 16-20 February 2009	20	5	2	23	3	8.10	115	65	93	490	32	71	19	19	8	—	3	19
Tenth special session, 20-22 February 2008	12	—	—	12	—	—	100	100	100	—	64	N/A	100	—	—	—	—	—
Twenty-fourth session, 5-9 February 2007	20	—	1	19	—	—	95	95	95	—	24	65	6	35	12	12	12	—

[a] The Human Rights Council was established by the General Assembly in its resolution 60/251 and replaced the Commission on Human Rights.

[b] The Expert Mechanism on the Rights of Indigenous Peoples was established by the Human Rights Council in its resolution 6/36 and replaced the Subcommission on the Promotion and Protection of Human Rights, Working Group on Indigenous Populations.

[c] The Human Rights Council Advisory Committee was established by the Human Rights Council in its resolution 5/1 and replaced the Subcommission on the Promotion and Protection of Human Rights.

[d] The fifty-seventh session of the United Nations Scientific Committee on the Effects of Atomic Radiation was postponed from 25 to 29 May 2009 to 19 to 23 April 2010.

[e] The UNCITRAL Working Group on Electronic Commerce did not meet in 2008, 2007 and 2006.

Table 2
Utilization factor by number of meetings of bodies in the core sample by duty station

	Number of meetings, 2009							*Utilization factor (percentage)*			
Duty station	*A (programmed)*	*B (added)*	*C (cancelled)*	*D (held)*	*E (reassigned)*	*	*F (minutes lost)*	*2007*	*2008*	*2009*	**
New York	1 234	117	168	1 183	110	46	28 670	79	83	84	79
Geneva	623	16	14	625	2	N/A	11 620	87	88	88	N/A
Vienna	206	5	2	209	—	N/A	3 715	90	87	89	N/A
Nairobi	28	6	2	32	2	N/A	595	96	100	90	N/A
Total	**2 091**	**144**	**186**	**2 049**	**114**	**46**	**44 600**	**83**	**85**	**86**	**79**

* Related reassignments.
** Utilization factor, counting only related reassignments.

Table 3
Utilization factor by number and percentage of sessions of bodies in the core sample

Utilization factor (percentage)	*2007*		*2008*		*2009*	
	Number	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
0-19	—	—	1	1.5	—	—
20-29	—	—	—	—	1	1.5
30-39	—	—	—	—	—	—
40-49	2	3.0	1	1.5	1	1.5
50-59	1	1.5	1	1.5	—	—
60-69	5	7.5	6	8.5	4	6.0
70-79	15	22.0	9	13.0	9	13.0
80-100	45	66.0	52	74.0	55	78.0
Total	**68**	**100.0**	**70**	**100.0**	**70**	**100.0**

Note: In 2009, 78 per cent of the sessions of the bodies in the sample had a utilization factor of 80 per cent or higher, an increase of 4 percentage points over 2008 and 12 percentage points over 2007 figures.

Table 4
Meeting ratio by number and percentage of sessions of bodies in the core sample

Meeting ratio (percentage)	*2007*		*2008*		*2009*	
	Number	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
10-29	—	—	1	1.5	1	1.5
30-39	—	—	—	—	—	—
40-49	—	—	1	1.5	—	—
50-59	1	1.5	1	1.5	1	1.5
60-69	2	3.0	1	1.5	2	2.5
70-79	3	4.0	1	1.5	2	2.5
80-89	10	15.0	6	8.5	6	8.5
90-100 plus	52	76.5	59	84.0	58	83.5
Total	**68**	**100.0**	**70**	**100.0**	**70**	**100.0**

Note: In 2009, 92 per cent of the sessions of the bodies in the sample had a meeting ratio of 80 per cent or higher, as compared with 93 per cent in 2008 and 91 per cent in 2007.

Table 5
Planning accuracy factor by number and percentage of sessions of bodies in the core sample

Planning accuracy factor (percentage)	*2007*		*2008*		*2009*	
	Number	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
0-39	2	3.0	4	6.0	2	2.5
40-49	2	3.0	—	—	—	—
50-59	1	1.5	—	—	3	4.5
60-69	6	9.0	1	1.5	4	6.0
70-79	5	7.0	2	2.5	6	8.5
80-89	11	16.0	14	20.0	12	17.0
90-100	41	60.5	49	70.0	43	61.5
Total	**68**	**100.0**	**70**	**100.0**	**70**	**100.0**

Note: In 2009, 79 per cent of the sessions of the bodies had a planning accuracy factor of 80 per cent or higher, which is 11 percentage points less than reported in 2008 but 3 percentage points higher than in 2007.

Table 6
Planning accuracy factor by number and percentage of meetings of bodies in the core sample by duty station

	Number of meetings (2009)					*Planning accuracy factor (percentage)*		
Duty station	*A (programmed)*	*B (added)*	*C (cancelled)*	*D (held)*	*E (reassigned)*	*2007*	*2008*	*2009*
New York	1 234	117	168	1 183	110	81	81	77
Geneva	623	16	14	625	2	91	93	95
Vienna	206	5	2	209	—	97	93	97
Nairobi	28	6	2	32	2	96	95	71
Total	**2 091**	**144**	**186**	**2 049**	**114**	**85**	**86**	**84**

Table 7
Number and percentage of all meetings held in 2009

	With interpretation			*Without interpretation*			*Overall*		
Duty station	*Programmed*	*Held*	*Percentage*	*Programmed*	*Held*	*Percentage*	*Programmed*	*Held*	*Percentage*
New York	3 155	3 027	96	7 113	5 833	82	10 268	8 860	86
Geneva	2 862	2 606	91	7 855	7 316	93	10 717	9 922	93
Vienna	600	595	99	1 900	2 039	100	2 500	2 634	100
Nairobi	48	432	100	—	2 693	100	48	3 125	100
Total	**6 665**	**6 660**		**16 868**	**17 881**		**23 533**	**24 541**	

Annex IV

Provision of conference services for bodies entitled to meet "as required"

Table 1
Statistics on the provision of conference services in 2009 for bodies entitled to meet "as required" in New York and Geneva

	Meetings with interpretation services			*Meetings without interpretation services*	
Body	*Requested*	*Provided*	*Not provided*	*Requested*	*Provided*
New York					
Committee on Conferences	1	1	—	—	—
Committee on Relations with the Host Country	4	4	—	1	1
Committee on the Exercise of the Inalienable Rights of the Palestinian People	4	4	—	—	—
Economic and Social Council (informal consultations)	16	16	—	71	71
Peacebuilding Commission	42	42	—	19	19
Security Council sanctions committees	153	149	4	2	2
Security Council, other subsidiary bodies	155	142	13	205	205
Special Committee on Peacekeeping Operations and its Working Group	10	9	1	—	—
United Nations Children's Fund, Executive Board (informal meetings)	5	5	—	6	6
United Nations Development Programme and United Nations Population Fund, Executive Board (informal meetings)	14	12	2	10	10
Subtotal	**404**	**384**	**20**	**313**	**313**
Geneva					
Human Rights Council	137	130	7	874	680
Subtotal	**137**	**130**	**7**	**874**	**680**
Total	**541**	**514**	**27**	**1 187**	**993**

Table 2
Comparative analysis of the provision of conference services for bodies entitled to meet "as required"

	Meetings with interpretation services				*Meetings without interpretation services*		
Duty station	*Requested*	*Provided*	*Not provided*	*Percentage provided*	*Requested*	*Provided*	*Percentage provided*
New York							
2009	404	384	20	95	313	313	100
2008	386	348	38	90	248	248	100
2007	467	411	56	88	347	347	100
Geneva							
2009	137	130	7	95	874	680	78
2008	—	—	—	—	—	—	—
2007	—	—	—	—	—	—	—

Annex V

Provision of conference services for meetings of regional and other major groupings of Member States

Table 1
Statistics on the provision of conference services in 2009 for meetings of regional and other major groupings of Member States

	Meetings with interpretation services			*Meetings without interpretation services*	
Grouping	*Requested*	*Provided*	*Not provided*	*Requested*	*Provided*
New York					
African Group	13	9	4	95	95
Alliance of Small Island States	10	10	—	14	14
Arab Group	6	6	—	51	51
Asian Group	19	16	3	2	2
Association of Southeast Asian Nations	—	—	—	5	5
Caribbean Community	—	—	—	2	2
Eastern European Group	—	—	—	16	16
European Union	—	—	—	40	40
Forum of Small States	—	—	—	1	1
Group of 15	1	1	—	—	—
Group of 77	16	15	1	497	497
Group of 77 on Fifth Committee Matters	26	23	3	66	66
Group of Landlocked and Developing Countries	12	10	2	2	2
Group of the Least Developed Countries	11	9	2	4	4
JUSCANZ (Japan, United States of America, Canada, Australia and New Zealand)	—	—	—	47	47
Latin American and Caribbean Group	20	18	2	4	4
League of Arab States	1	1	—	19	19
Non-Aligned Movement	13	10	3	72	72
Organization of the Islamic Conference	16	14	2	27	27
Rio Group	3	3	—	12	12
Southern African Development Community	—	—	—	22	22
Western European and Other States Group	14	12	2	6	6
Subtotal	**181**	**157**	**24**	**1 004**	**1 004**
Geneva					
African Group	—	—	—	70	59
African Union	3	—	3	77	67
Arab Group	—	—	—	2	2
Asian Group	—	—	—	16	13
Commonwealth Secretariat	—	—	—	1	1

Grouping	Meetings with interpretation services			Meetings without interpretation services	
	Requested	*Provided*	*Not provided*	*Requested*	*Provided*
Eastern European Group	—	—	—	16	16
European Union	—	—	—	229	165
Group of 15	—	—	—	5	4
Group of 21	28	22	6	29	23
Group of 77 and China	12	9	3	73	58
Group of Latin American and Caribbean States	15	8	7	89	61
Group of the Least Developed Countries	5	3	2	6	4
JUSCANZ (Japan, United States of America, Canada, Australia and New Zealand)	—	—	—	19	16
League of Arab States	—	—	—	13	13
Non-Aligned Movement	4	2	2	40	30
Western European and Other States Group	—	—	—	85	72
Subtotal	**80**	**49**	**31**	**936**	**679**
Vienna					
African Group	—	—	—	42	42
Arab Group	—	—	—	7	7
Asian Group	—	—	—	29	29
Central American Group	—	—	—	3	3
Eastern European Group	—	—	—	3	3
European Union	—	—	—	217	217
Group of 77	—	—	—	61	61
Group of Eight	—	—	—	2	2
Group of Latin American and Caribbean States	—	—	—	59	59
Non-Aligned Movement	—	—	—	3	3
Nordic Group				1	1
Organization of the Islamic Conference	—	—	—	1	1
Various regional groups	—	—	—	4	4
Western European and Other States Group	—	—	—	2	2
Subtotal	**—**	**—**	**—**	**434**	**434**
Nairobi					
African Group	—	—	—	34	34
Arab Group	—	—	—	7	7
Asia and Pacific Group	—	—	—	31	31
Central and Eastern European States Group	—	—	—	29	29
European Union Coordination Group	—	—	—	38	38
Group of 77 and China	—	—	—	20	20
Group of Latin American and Caribbean States	—	—	—	35	35

Grouping	Meetings with interpretation services			Meetings without interpretation services	
	Requested	*Provided*	*Not provided*	*Requested*	*Provided*
JUSCANZ (Japan, United States of America, Canada, Australia and New Zealand)	—	—	—	16	16
Subcommittee meetings	—	—	—	42	42
Western European and Other States Group	—	—	—	8	8
Subtotal	—	—	—	**260**	**260**
Total	**261**	**206**	**55**	**2 634**	**2 377**

Table 2

Comparative analysis of the provision of conference services for meetings of regional and other major groupings

A. 2009

	Meetings with interpretation services				Meetings without interpretation services		
	Requested	*Provided*	*Not provided*	*Percentage provided*	*Requested*	*Provided*	*Percentage provided*
New York	181	157	24	87	1 004	1 004	100
Geneva	80	49	31	61	936	679	73
Vienna	—	—	—	N/A	434	434	100
Nairobi	—	—	—	N/A	260	260	100
Total	**261**	**206**	**55**	**79**	**2 634**	**2 377**	**90**

B. 2008

	Meetings with interpretation services				Meetings without interpretation services		
	Requested	*Provided*	*Not provided*	*Percentage provided*	*Requested*	*Provided*	*Percentage provided*
New York	188	156	32	83	1 005	1 005	100
Geneva	111	74	31	67	1 062	814	77
Vienna	—	—	—	N/A	385	385	100
Nairobi	—	—	—	N/A	119	119	100
Total	**299**	**230**	**63**	**77**	**2 571**	**2 323**	**90**

C. 2007

	Meetings with interpretation services				*Meetings without interpretation services*		
	Requested	*Provided*	*Not provided*	*Percentage provided*	*Requested*	*Provided*	*Percentage provided*
New York	219	191	28	87	881	881	100
Geneva	89	65	24	73	1 086	888	82
Vienna	—	—	—	—	259	259	100
Nairobi	10	10	—	100	203	203	100
Total	**318**	**266**	**52**	**84**	**2 429**	**2 231**	**92**

Annex VI

Performance matrix as at 31 December 2009

1. Quality measures

- Results of client satisfaction surveys (aimed at collecting data for the performance indicators identified in the strategic framework (percentage of those surveyed expressing satisfaction with specific services or outputs)

The Department for General Assembly and Conference Management uses several mechanisms to monitor client satisfaction with its services: a global online survey, meeting-specific surveys and informational language-specific meetings mandated by the Committee on Conferences. The Department has carefully calibrated the methods to be complementary and elicit information useful to programme managers in directing improvement efforts. The global online survey (global e-Survey) is a survey harmonized across duty stations with common indicators, which was created for simultaneous distribution with respect to global integration and was designed in consultation with the Department of Management and the four conference-servicing duty stations. It was made available over the Internet for a two-week period in November 2009 and was open to all delegates at the four duty stations to measure client satisfaction. The duty stations promoted the survey directly to the permanent missions, on various web sites and to participants at meetings. Ninety-nine responses were received for the e-Survey. According to the results obtained, which were centrally collected and analysed in early 2010, 94 per cent of the ratings related to the services provided by the Department were positive, out of which 31 per cent were "excellent". Six per cent of the ratings were "poor", mainly because of difficulties experienced in finding information in the meeting calendar, the electronic board and the *Journal of the United Nations*.

The Department in New York held two rounds of informational meetings, mandated by the Committee, with Member States on the quality of language services in 2009, from 22 to 24 April and from 28 to 30 October; the Division of Conference Management in Geneva conducted a survey on linguistic services and held meetings on 25 and 26 March and on 27 November 2009; the Conference Management Service in Vienna conducted an informational meeting on 8 July 2009; and the Division of Conference Services in Nairobi held two informational meetings, on 20 January and 24 March 2009. A summary of the meetings is available from the Secretariat.

- Report on feedback (complaints, commendations, etc.) received from Member States, author departments and other stakeholders

In addition to the regular survey on conference services, the Department maintains a database to capture ad hoc feedback received on the quality of its services.

2. Timeliness indicators (documentation)

- Percentage of pre-session documents submitted on time and within applicable word limits that are issued in accordance with the mandated time frame:

  New York: 82
  Geneva: 37
  Vienna: 31
  Nairobi: 56

- Percentage of pre-session documents issued less than one week before consideration:

  New York: 7
  Geneva: 40
  Vienna: 21
  Nairobi: 0

- Percentage of all pre-session documents issued in accordance with the mandated time frame:

  New York: 67
  Geneva: 16
  Vienna: 28
  Nairobi: 23

3. Productivity measures

- Translation productivity: translation output in words per staff member per workday:

  New York: 1,590
  Geneva: 1,394
  Vienna: 1,591
  Nairobi: 1,822

- Editing productivity: number of words edited per staff member per workday:

  New York: 5,535
  Geneva: 4,017
  Vienna: 2,649
  Nairobi: 5,067

- Text-processing productivity: number of words processed per staff member per workday:

  New York: 5,399
  Geneva: 5,325
  Vienna: 5,298
  Nairobi: 4,263[a]

[a] In addition to their core functions, text processors at the United Nations Office at Nairobi are regularly called upon to perform other functions, such as reference and terminology work, support services for contractual translation, desktop publishing and administrative responsibilities, which have an impact on their productivity.

4. Meeting management indicators

- Percentage of meetings of regional and other major groupings of Member States provided with interpretation services:

New York: 87
Geneva: 61
Vienna: N/A[b]
Nairobi: N/A[c]

- Percentage of number of meetings planned that were held

Overall:

New York: 86
Geneva: 93
Vienna: 100
Nairobi: 100

With interpretation services:

New York: 96
Geneva: 91
Vienna: 99
Nairobi: 100

Without interpretation services:

New York: 82
Geneva: 93
Vienna: 100
Nairobi: 100

5. Human resources measures

Vacancy rates in key occupational groups

(Posts)

	Headquarters		*Geneva*		*Vienna*		*Nairobi*	
	Number	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*	*Number*	*Percentage*
Interpretation Services	14	11	7	7	3	12	4	20
Translation Services	36	12	9	6	4	11	3	13
Text Processing Units	9	5	6	5	2	7	—	—
Editorial Control/ Official Records	3	7	6	27	—	—	N/A	N/A
Verbatim Reporting Service	2	4	N/A	N/A	N/A	N/A	N/A	N/A

[b] The United Nations Office at Vienna, with its single team of interpreters, cannot provide interpretation for regional group meetings, but did accommodate 100 per cent, or 434 meetings, of regional groups without interpretation services.

[c] The regional groups and other major groupings of Member States did not request interpretation in 2009. The United Nations Office at Nairobi has capacity to provide these groups with interpretation.

Resignations, early retirements and transfers out of language functions for the Department as a whole

	Headquarters	*Geneva*	*Vienna*	*Nairobi*
Lateral transfers				
Within duty station	6	—	—	—
Outward to duty stations	10	4	1	1
Promotions				
Within duty station	45	39	4	1
Outward to duty stations	—	—	—	—
Transfers within United Nations Common System				
Outward	1	—	—	—
Early retirements	—	1	—	—
Agreed termination	2	3	—	—
Resignation	17	2	2	—
Summary dismissal	—	—	—	—
Disability	—	—	—	—
Death	2	1	—	—

External study training

	Headquarters	*Geneva*	*Vienna*	*Nairobi*	*All duty stations*
Percentage of training funds utilized	107	91	100	100	100
Training cost (United States dollars)	289 424	126 832	47 300	35 538	499 094
Number of staff members trained	242	78	53	50	423

Annex VII

Documents management statistics for slotted documents in New York

A. Submission compliance for slotted documents as at 30 June

	2008			2009			2010			
Author	*Total documents*	*Documents received late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Documents due but not received as at 30 June (considered late)*	*Compliance (percentage)*
Board of Auditors	1	1	—	1	—	100	1	—	—	100
Chief Executives Board	6	5	16	1	—	100	2	1	—	50
Department of Economic and Social Affairs	184	34	82	150	24	84	150	21	—	86
Department of Field Support	3	3	—	2	1	50	3	2	—	33
Department for General Assembly and Conference Management	45	—	100	51	—	100	44	—	—	100
Department of Management	89	47	47	115	30	74	87	9	—	90
Department of Political Affairs	23	2	91	26	2	92	24	2	—	92
Department of Public Information	5	—	100	6	—	100	6	—	—	100
Department of Peacekeeping Operations	8	3	63	6	2	67	6	2	1	50
Executive Office of the Secretary-General	—	—	—	—	—	—	2	—	—	100
Independent Audit Advisory Committee	—	—	—	2	—	100	1	—	—	100
International Civil Service Commission	29	9	69	23	11	52	28	10	1	61
International Research and Training Institute for the Advancement of Women	1	—	100	3	1	67	—	—	—	—
Joint Inspection Unit	1	—	100	1	—	100	1	—	—	100
Office for Disarmament Affairs	3	—	100	—	—	—	51	37	1	25
Office for the Coordination of Humanitarian Affairs	1	—	100	2	1	50	2	1	—	50
Office of the United Nations High Commissioner for Human Rights	60	39	35	70	35	50	68	21	—	69
Office of Internal Oversight Services	6	1	83	10	1	90	4	1	—	75
Office of Legal Affairs	50	3	94	33	2	94	40	2	—	95
Office of the Special Adviser on Africa	1	—	100	1	—	100	1	—	—	100

Author	2008			2009			2010			
	Total documents	*Documents received late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Documents due but not received as at 30 June (considered late)*	*Compliance (percentage)*
Office of the Special Representative of the Secretary-General for Children and Armed Conflict	—	—	—	1	1	—	1	—	—	100
Peacebuilding Support Office	—	—	—	7	5	29	6	—	—	100
Regional Commissions New York Office	10	1	90	10	2	80	8	2	—	75
Joint United Nations Programme on HIV/AIDS	1	—	100	2	—	100	1	—	—	100
United Nations Conference on Trade and Development	—	—	—	1	1	—	—	—	—	—
United Nations Development Programme	42	15	64	26	10	62	30	8	—	73
United Nations Development Programme (South-South Cooperation)	—	—	—	—	—	—	3	—	—	100
United Nations Environment Programme	—	—	—	—	—	—	1	1	—	—
United Nations Office for Partnerships	—	—	—	1	—	100	—	—	—	—
United Nations Population Fund	10	2	80	8	1	88	11	3	—	73
Office of the United Nations High Commissioner for Refugees	—	—	—	—	—	—	1	—	—	100
United Nations Human Settlements Programme	1	—	100	1	—	100	1	1	—	—
United Nations Children's Fund	30	10	67	37	8	78	36	1	—	97
United Nations Development Fund for Women	1	—	100	1	—	100	1	—	—	100
United Nations Joint Staff Pension Fund	1	—	100	28	18	36	46	17	5	52
United Nations Institute for Training and Research	1	1	—	1	1	—	—	—	—	—
United Nations Office for Project Services	1	1	—	5	2	60	5	2	—	60
United Nations Relief and Works Agency for Palestine Refugees in the Near East	1	—	100	1	1	—	1	—	—	100
United Nations Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States	1	—	100	1	1	—	1	—	—	100

Author	*2008*			*2009*			*2010*			
	Total documents	*Documents received late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Compliance (percentage)*	*Total documents*	*Documents received late*	*Documents due but not received as at 30 June (considered late)*	*Compliance (percentage)*
United Nations System Staff College	—	—	—	1	—	100	—	—	—	—
United Nations University	—	—	—	1	1	—	—	—	—	—
World Food Programme	2	—	100	2	—	100	2	—	—	100
World Health Organization	—	—	—	—	—	—	1	—	—	100
Total	**618**	**177**	**71**	**638**	**162**	**75**	**677**	**144**	**8**	**78**

B. Overview of submission, processing and issuance of documents

	2008	*2009*	*2010*
Total slotted	**618**	**638**	**677**
Submission			
Total received by the slot date	71% (441/618)	75% (476/638)	78% (525/677)
Received 10 weeks or more before meeting (documents subject to 10-4-6 time frame)	73% (304/419)	74% (338/455)	70% (312/447)
Received 8 weeks or more before meeting (documents subject to 8-4-4 time frame)	69% (129/187)	63% (98/155)	77% (132/171)
Received 6 weeks or more before meeting (documents subject to 6-4-2 time frame)	N/A	N/A	43% (17/40)[a]
Overall submission compliance in accordance with the mandated time frame	71% (433/606)[b]	71% (439/610)[c]	72% (444/618)[d]
Issuance			
Total issued	576	588	632
Issued 6 weeks or more before meeting (documents subject to 10-4-6 time frame)	73% (288/396)	73% (308/420)	77% (317/413)
Issued 4 weeks or more before meeting (documents subject to 8-4-4 time frame)	71% (122/173)	73% (105/143)	79% (129/164)
Issued 2 weeks or more before meeting (documents subject to 6-4-2 time frame)	N/A	N/A	68% (27/40)[a]
Overall issuance compliance in accordance with the mandated time frame	72% (410/569)[e]	73% (413/563)[f]	77% (446/577)[g]
Timely processing			
Non-compliance by the Department for General Assembly and Conference Management: within word-limit and processed in more than four weeks and issued less than 6 or 4 weeks before meetings			
Timely submission			
Secretariat reports	17	17	—
Non-Secretariat reports	12	2	—
Late submission			
Secretariat reports	25	8	1[h]
Non-Secretariat reports	4	2	1[i]
Unslotted pre-session documents			
Received as at 30 June (number of documents)	97	91	150
(words)	572 143	478 398	716 409
Issued as at 30 June (number of documents)	90	80	147
(words)	555 367	371 193	680 247
Average turnaround (in days)	16	10	18

	2008	*2009*	*2010*
Contractual Translation Unit			
Share of Contractual Translation Unit in total workload (in words)	19% (8 754 240/ 46 976 160)	26% (13 967 580/ 53 846 100)	26% (14 736 480/ 55 859 100)

[a] 6-4-2 time frame only applies to the Non-Proliferation Treaty Review Conference. All submissions are from Member States.
[b] 12 out of 618 slotted documents were not linked to a meeting.
[c] 28 out of 638 slotted documents were not linked to a meeting.
[d] 19 out of 677 slotted documents were not linked to a meeting. Documents for the Non-Proliferation Treaty Review Conference are excluded in the overall submission compliance as it is held only every five years.
[e] 7 out of 576 issued documents were not linked to a meeting.
[f] 25 out of 588 issued documents were not linked to a meeting.
[g] 15 out of 632 issued documents were not linked to a meeting. Documents for the Non-Proliferation Treaty Review Conference are excluded in the overall issuance compliance as it is held only every five years.
[h] This report was submitted 50 days late.
[i] This report was submitted 93 days late.

Annex VIII

Word count and word limits in parliamentary documents

Introduction

1. In its report on the audit of conference services put at the disposal of the Human Rights Council in 2009 (A/64/511), the Office of Internal Oversight Services (OIOS) recommended that the Department for General Assembly and Conference Management prepare a document for consideration by the General Assembly consolidating existing guidelines on word and page limits and clarifying the number of words per page and pages per document for reports, including all documents submitted by the Secretariat directly and on behalf of intergovernmental bodies (recommendation 4, para. 30).

2. The present paper is prepared in response to the OIOS recommendation, and sets out a common understanding for all concerned — Member States and the Secretariat — regarding the length of parliamentary documents. Since the overwhelming majority of parliamentary documentation is drafted in English and since there are no documented references on this issue to manuscripts in the other official languages, the discussion below refers to manuscripts drafted in English.

Word limits for parliamentary documentation

3. In successive resolutions, the General Assembly has expressed concern and frustration over the chronic delays in the production and distribution of parliamentary documents to Member States. The Assembly has repeatedly requested the Secretary-General to take measures to improve this unsatisfactory situation. It is evident that, owing to the limited resources available for documents services, there is a causal relationship between, on the one hand, the control and limitation of documentation and, on the other, its timely processing and distribution.

4. In paragraph 2 of his report on the control and limitation of documentation (A/52/291), the Secretary-General indicated that, as a rule, all documents produced by the Secretariat should be no longer than 16 pages, a reduction from the former standard of 24 pages. The Secretary-General also invited the General Assembly to consider adopting a decision recommending that its subsidiary bodies limit the length of their reports from the existing limit of 32 pages to 20 pages. In response, in its resolution 52/214, the Assembly took note of the decision of the Secretary-General that documents originating in the Secretariat should be no longer than 16 pages and stressed the need for strict compliance with the existing page limit for reports of subsidiary bodies. In the resolution, the Assembly also invited all intergovernmental bodies to consider, where appropriate, the possibility of reducing the length of their reports from the desired limit of 32 pages to 20 pages over a period of time without adversely affecting either the quality of the presentation or the content of the reports. The Assembly reiterated this in resolution 53/208 B (paras. 15 and 16).

5. When the General Assembly refers in its resolutions to "pages" in the context of control and limitation of documentation, such as in the references cited above, the

Secretariat has interpreted them as printed pages containing approximately 530 words each.[a]

6. By 2002, the document situation of the United Nations had reached an alarming point. In paragraph 49 of his report on improving the performance of the Department of General Assembly Affairs and Conference Services (A/57/289), the Secretary-General warned that documentation had been a chronic problem of the United Nations and that it had worsened to such an extent that the Organization was in danger of being overwhelmed by a flood of documents. In the report, the Secretary-General also introduced the process of waiver management, of which word limitation has been an integral part in containing the length of parliamentary documents, especially the reports of the Secretariat. Over the years, waiver management, together with the slotting system, has helped the Department to make slow but steady improvements in the issuance of documents. For the first half of 2009, the Department was able to report that overall issuance compliance in accordance with the mandated time frames had increased to 73 per cent, up from 66 per cent in 2007 and 72 per cent in 2008 (see A/64/136, para. 61).

7. Nevertheless, in section III, paragraph 4, of its resolution 59/265, the General Assembly noted that the rate of compliance with the page limits remained only partial and that reports not originating in the Secretariat comprised the bulk of the documents issued, and requested the Secretary-General to encourage compliance with draft guidelines as had been set out in paragraph 15 of its resolution 53/208 B, to the extent possible, for such documents.

8. The Department enforces strict compliance with the limit of 8,500 words for reports originating in the Secretariat and works closely with the intergovernmental bodies to keep their reports as succinct as possible, guided by the target of 10,700 words and relevant rules regarding the contents of such reports, such as that contained in paragraph 6 (b) of General Assembly resolution 49/221 B. It must be emphasized that the word limits are not applied arbitrarily and that waiver management is a dynamic and consultative process between the Documents Management Section of the Department — or its equivalent at the United Nations Offices at Geneva and Vienna — and the drafters of the reports. Waiver requests for reports exceeding the word limit are always reviewed on the merits of the documents concerned and on a case-by-case basis to ensure that the quality of documents is not impaired.

9. Advance waiver management at the four duty stations allows full consultation between secretariat units drafting intergovernmental reports and document management units, avoids last-minute negotiation and hasty revision of the manuscripts when submission deadlines have been reached and affords greater predictability of workload forecasting, which in turn enables reasonably confident capacity-planning.

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[a] In his memorandum of 15 October 2002 to all heads of departments/offices, the Assistant Secretary-General for General Assembly and Conference Management had noted that references to the 16- and 20-page limits meant printed pages rather than manuscript pages, and that, as a result of required re-formatting adjustments, the word count equivalent of 16 pages had been adjusted to 8,500 words and the word count equivalent of 20 pages to 10,700 words. The memorandum set the standards for planning purposes at Headquarters, the United Nations Office at Geneva, the United Nations Office at Vienna and the United Nations Office at Nairobi.

10. The Department also works with other Secretariat departments to assess the document-servicing implications of draft resolutions, in compliance with General Assembly resolutions 33/56, paragraph 26, 49/221, paragraph 6 (d), and 51/211 B, paragraph 10.

Conclusions

11. **The General Assembly may wish to confirm that the length of documents should be measured in number of words.**

12. **The General Assembly may wish to endorse the proposal contained in annex III to the note by the Secretariat on control and limitation of documentation (A/58/CRP.7, see appendix).**

13. **The General Assembly may wish to endorse the guideline of 10,700 words for intergovernmental reports, on the understanding that waivers will be granted on a case-by-case basis so as not to affect adversely either the quality of the presentation or the content of the reports.**

Appendix

Drafting guidelines for reports not totally within the purview of the Secretariat

Reports, including those of intergovernmental/expert bodies, should be action-oriented and limited to:

1. A brief discussion on organizational and procedural matters.
2. Recommendations, including resolutions and decisions adopted.
3. Policy recommendations emanating from multi-stakeholder dialogues and panels and round tables rather than summaries of the meetings.
4. New developments, findings and recommendations, particularly for recurrent reports.
5. Quotations from United Nations documents only when legislative authority is cited.

Reports should not include:

1. A summary of statements made at opening and closing meetings, unless pertinent to the conclusions reached.
2. Summaries of statements by individuals; a list of speakers for each item could be included instead.
3. A general summary of statements under each item.
4. Analysis of information provided unless required to support policy findings.
5. A lengthy discussion of organizational and procedural matters.
6. Repetition of already published texts or repetition of texts with only minor changes.
7. Extraneous information that does not contribute to deliberations.

In drafting reports, the following also applies:

1. Biennialization/triennialization and consolidation of reports are not a priori reasons to exceed page limits.
2. When the Secretary-General is not explicitly requested to reproduce in extenso information received from Member States, government replies should be summarized and page limits should apply.
3. Cut-off dates should be established and maintained for the inclusion of information requested from Member States.
4. Specific questionnaires should be provided whenever possible to focus the information provided. The questionnaires could also encourage limiting the replies to a predetermined length.
5. A list of reports requested at each session should be submitted to the body concerned before the closure of the session.

Annex IX

Capacity for internal printing of parliamentary documents

United Nations Headquarters

1. The exact capacity for printing parliamentary documents in the Publishing Section can only be estimated. There are 11 machines that produce the documents, with different technologies and different uses depending on the nature of the job at hand (number of pages of a document and number of copies to be printed). There are six identical digital machines that can produce nearly 72 million pages annually; three black-and-white Goss machines that together can produce nearly 122 million pages; and two machines (Heidelberg: two colours; and Roland: one colour) that are usually used for book production, but which can also be used for parliamentary documents, if needed, and can produce 123 million pages. This assumes that the six digital machines are operated on three shifts, while the other machines are operated on two. The machines require 14 operators on the day and evening shifts and 2 on the night shift, or a total staff of 30. In addition, each of the three shifts requires five staff members for the finishing work on both publications and parliamentary documents.

2. The effective capacity in pages of the 11 current machines,[a] namely, the expected output under reasonable assumptions regarding the nature of the jobs (number of pages, number of jobs and number of copies), is as follows:

Per minute	1 207
Per hour	72 400
Per day	1 217 613
Per week	6 088 063
Per year	316 579 250[b]

3. Only urgent parliamentary and in-session documents are printed during the third shift and they are printed on digital machines. This change has reduced the in-house printing capacity to 316 million pages. If needed, capacity can be increased to 439 million pages by reopening full printing during the night shift.

4. The total production in 2009 was approximately 336 million page impressions, that is, 6,460,000 pages weekly, on average. This gives a utilization rate of 77 per cent of the 2009 effective capacity.

United Nations Office at Geneva

5. The capacity to print parliamentary documents at the United Nations Office at Geneva is well-defined because all documents are printed in black and white on five digital machines. The capacity of the Printing Section is as follows:

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[a] The figures represent capacity based on 16 hours of daily operations. In 2009, based on 24 hours of operations, effective capacity was 439 million pages.

[b] This is the capacity as at 1 May 2010, when the night shift (third shift) was considerably reduced.

Machines	5
Design capacity per minute per machine	250
Effective capacity (75 per cent)	188
Total capacity per minute	938
Total capacity per hour	56 250
Total capacity per day	450 000
Total capacity per week	2 250 000
Total capacity per year	112 500 000

6. The design capacity of each machine, as specified by the manufacturer, is 250 pages per minute. In other words, that amount represents the maximum output technically. The manufacturer defines effective capacity as 75 per cent of that maximum.

7. The output figures are A4 page impressions. The operation of the machines requires nine staff members (1 G-6, 3 G-5 and 5 G-4). Since the finishing work of nearly all of the parliamentary documents can be done online at the United Nations Office at Geneva, binding is not a constraint.

8. During periods of heavy demand for its services, the Printing Section has the option of working overtime. In fact, capacity can be increased up to 337 million pages by working on three shifts.

9. In 2009, the Printing Section produced close to 102 million page impressions, giving a very high utilization rate of approximately 90 per cent.